HoTelephone™

User's Guide

(Models 3910S and 3810X)

COMDIAL

This user's guide is applicable to the following model telephones:

3910S-xx Rev A and later
3810X-xx Rev A and later

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INSTALLATION

Connecting the HoTelephone (Models 3910S and 3810X)

Connecting this HoTelephone to a telephone company line must be through a universal service order code (USOC) outlet jack. The USOC jack code numbers are:

- Single-line desk telephone = RJ11C
- Single-line wall telephone = RJ11W

If the installation site doesn't have the proper jack(s) and inside wiring, it is the user or installer's responsibility to arrange for their installation. The correct outlet jack for this equipment is an industry-standard type 625A2-6 jack wired per the USOC jack code number.

Local telephone company regulations may not permit connections to party lines and coin lines by anyone except the telephone operating company.

Preparing the HoTelephone for Wall Mounting

This telephone is shipped from the factory configured for desk use. To convert from a standard desk model to one that can be hung on the wall, follow the procedure outlined below.

1. Disconnect line cord from telephone.
2. Turn telephone over to expose lower housing.

   CAUTION

   The telephone circuitry is sensitive to static electricity discharge. Be sure that your body and the work place are properly grounded to avoid any static electricity discharge while step 3 is being performed.

3. Remove screws that attach lower housing to upper housing. Carefully separate lower and upper housings making sure not to disconnect wiring between the two housings.
4. This telephone is equipped with a data/auxiliary port.
   - Remove hole cover from new opening that auxiliary jack is to occupy.

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Installation (continued)

- Slide hole cover into old opening that auxiliary jack vacated.

5. Snap tab out of opening in bottom of lower housing. Insert into handset cradle to create a wall-mounting hook for the handset (Figure 1).

6. Carefully reverse lower housing end-for-end (rotate it 180 degrees). Do not disturb any internal wiring during this process.

7. Refasten lower housing to upper housing.

   - Make sure that all wires are clear.

   - Do not over-tighten screws when reinstalling lower housing.

8. Route line cord through appropriate channel on lower housing, and reconnect it to telephone. A short line cord can be substituted for the standard supplied one if desired.

Wall Mounting the HoTelephone

Mount the telephone directly on the wall using two #10 panhead screws (obtained locally), or mount it on a wall jack cover plate. **If you are using a wall jack cover plate, an AT&T type 630B wall plate is recommended for best results.**

1. If #10 screws are used, thread them into the wall within 1/8-inch of the surface. Refer to Figure 1 for the spacing dimensions.

2. Position the keyhole-shaped holes in the bottom of the telephone over the #10 screws or the cover plate studs. Slide the telephone down until a slight click is felt.

3. To remove the telephone, lift to unsnap both screws or studs from the bottom housing, and then lift it away from the wall.

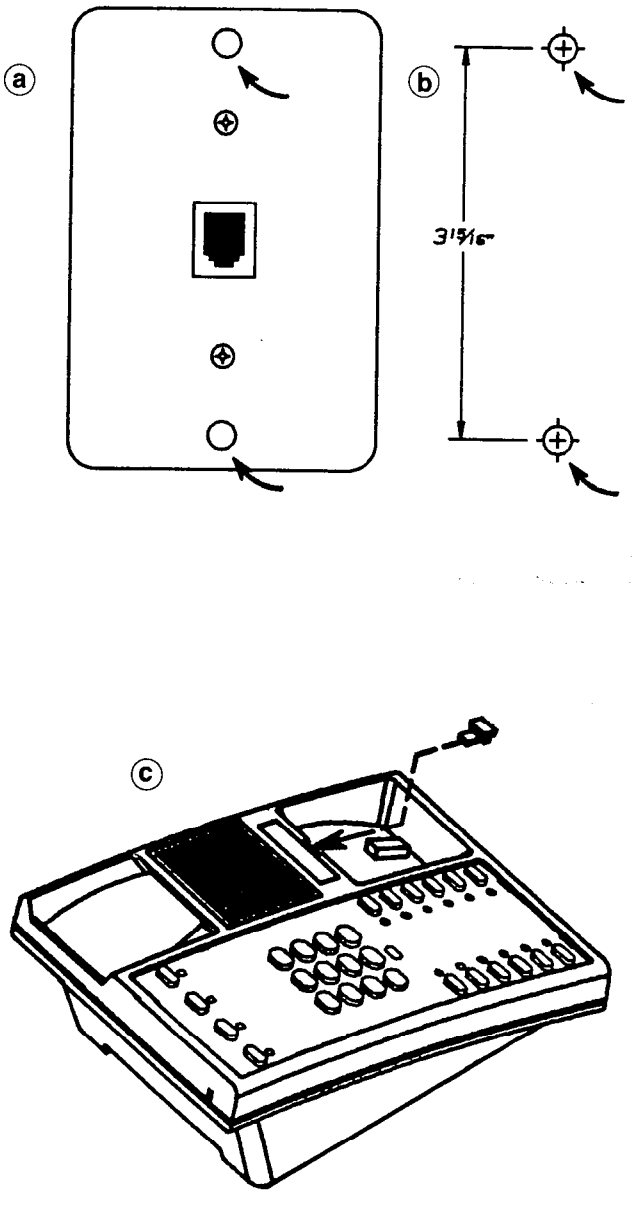

Figure 1. Jack Cover Plate (a), Position of Screws for Mounting Telephone on Wall (b), and Position of Wall-Mounting Hook in Handset Cradle (c)

TELEPHONE OPERATION

Operating these single-line telephones (Figures 2 and 3) is straightforward and easy.

Answering a Call

- When telephone rings, lift handset and talk.

Making a Call

Dialing a number,

- Lift handset and dial number.

Dialing a programmable button function,

- Lift handset.
- Press desired programmable button.

Dialing a speed dial number,

- Lift handset.
- Press preprogrammed **SPEED** button.
- Dial speed dial location number (**0 - 9**).

NOTE: The SPEED button and speed dial numbers are not available unless previously enabled by programming action.

Using Call Waiting

The 3910S and 3810X model HoTelephones let you switch between two simultaneous telephone calls. While you are on a call, a tone will sound in the handset receiver letting you know that another call is coming in.

To place the first call on hold and answer the second call,

- Press HOLD button. You will be connected to the Line 2 call. The Line 1 light will flash and the Line 2 light will turn on steady.

To return to first call and leave second call on hold,

- Press HOLD button. You will now be connected to the Line 1 call. The Line 2 light will flash and the Line 1 light will turn on steady.

To return to first call and drop second call,

- Press Line 1 button. Line 2 light will turn off and Line 1 light will turn on steady.

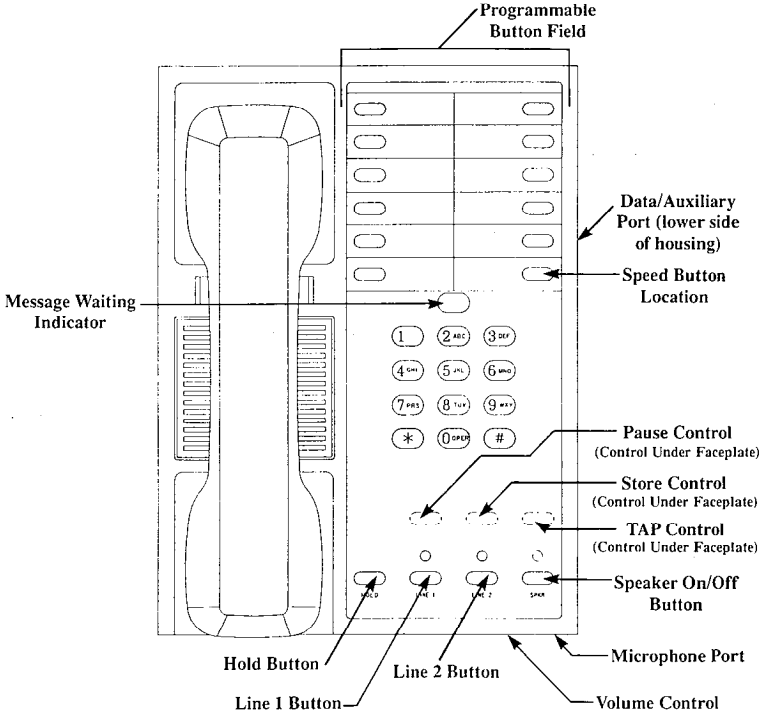

Figure 2. Model 3910S HoTelephone Controls and Indicators

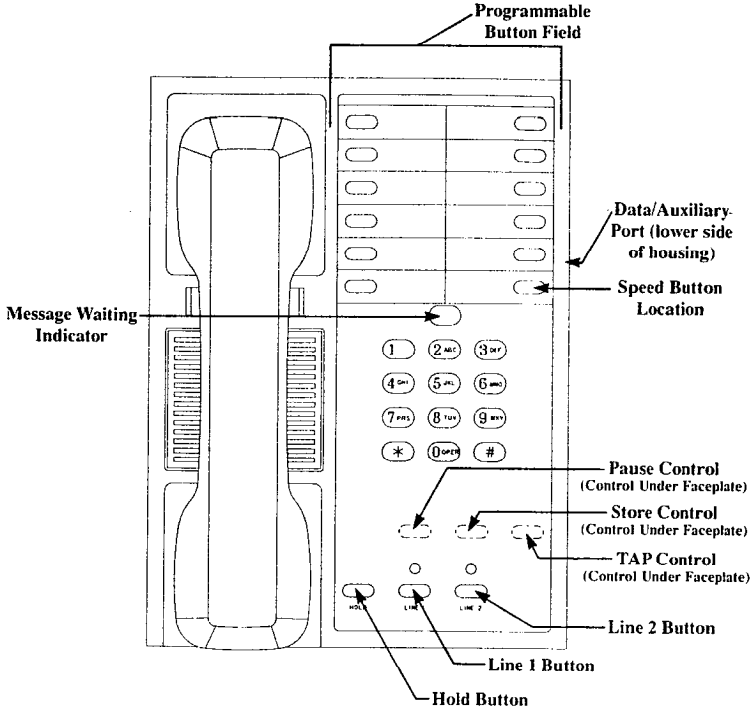

Figure 3. Model 3810X HoTelephone Controls and Indicators

SPEAKERPHONE OPERATION (Model 3910S Only)

When you make or answer a call, you can have a conversation without using the telephone handset, or handsfree, because a microphone and speaker are built into the telephone set. The microphone port is located in the front right-hand edge of the telephone housing. To make sure the speakerphone operates properly, check to see that this port is not blocked by any obstructions.

Answering a Call Using the Speakerphone

1. When the telephone rings, press the **SPKR** button. The light above the speakerphone on/off button will turn on to indicate that speakerphone is active.
2. Speak in normal tone of voice toward telephone.
3. If needed, adjust loudness of caller's voice with volume control located in front edge of telephone (Figure 2).
4. End speakerphone call by pressing **SPKR** button again. Light will turn off and telephone will hang up.

Making a Call Using the Speakerphone

1. Press **SPKR** button. Note that light turns on to indicate speakerphone is active.
2. When dial tone is heard over speaker, dial desired number.
3. End speakerphone call by pressing **SPKR** button again. Light will turn off and telephone will return to idle state.

Switching Between Speakerphone and Handset During a Call

Speakerphone to handset,

1. Lift handset from cradle.
2. Continue in-progress call with handset.
3. Hang up handset to end call.

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Speakerphone Operation (continued)

Handset to speakerphone,

1. Press **SPKR** button. Light will turn on.
2. Return handset to cradle.
3. Continue conversation.
4. Press **SPKR** button to end call. Light will turn off.

PROGRAMMING

You may store up to 16 keypad digits including the PAUSE or TAP fixed feature, if needed, at programmable button locations for autodialing.

All 12 programmable buttons may be used for number storage, or you may use 11 programmable buttons for number storage and store a SPEED button function in the lower right-hand programmable button location (Figures 2 and 3). The SPEED button lets you store additional numbers using keypad locations. Memory contents are protected by a long-life lithium battery, which provides memory-retaining power for approximately seven years.

Programming controls are located beneath the telephone faceplate. **Before you remove the faceplate, remove the clear plastic cover of the message waiting indicator** by pulling it straight up. Then:

1. Remove the two-piece faceplate to gain access to the programming controls.
2. Refer to Figures 2 and 3 for the actual location of the controls for **PAUSE, STORE,** and **TAP.**
3. Look in the openings - you will see a small, silver, circular actuator in each opening. This is the programming control.
4. To actuate each control, carefully press down on it with a blunt wooden or plastic probe approximately 1/8-in. diameter.

Storing Numbers at Programmable Button Locations

NOTE: The telephone must be connected to the line before you can program it.

1. Lift handset.
2. Press **STORE.**
3. Press desired programmable button.
4. Dial number to be stored (16 digits maximum). If needed, press **TAP** for a hookswitch flash signal and **PAUSE** for a pause between numbers. A valid entry causes an acknowledge tone or a click to sound from the speaker if you have a speakerphone and from the handset receiver if you don't. An invalid entry causes an error tone or a buzz to sound.

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Programming (continued)

NOTE: A two-second pause is stored each time the **PAUSE** *control is pressed. A fixed 650 msec hookswitch flash signal is stored each time the* **TAP** *control is pressed.* **PAUSE** *and* **TAP** *each equal one digit in the 16-digit total.*

5. Press **STORE** to end programming sequence. After the 16th digit is stored, the programming sequence will end automatically. Success tone will sound to indicate successful programming sequence.
6. Repeat steps 2-5 for each programmable button.

Enabling the SPEED Button

1. Press **STORE, *,** and **lower right-hand programmable button** (Figures 2 and 3).
2. Press **STORE** again.
3. Label the programmable button "Speed."

Disabling the SPEED Button

- Press **STORE, #,** SPEED, STORE.

Storing Numbers At Keypad Locations (to be accessed by SPEED button)

1. Lift handset.
2. Press STORE.
3. Dial speed location from keypad (**0-9**).
4. Dial number to be stored (16 digits maximum). If needed, press **TAP** for a hookswitch flash signal and **PAUSE** for a pause between numbers. A valid entry causes an acknowledge tone or a click to sound from the speaker if you have a speakerphone and from the handset receiver if you don't. An invalid entry causes an error tone or a buzz to sound.
5. Press **STORE** to end programming sequence. After the 16th digit is stored, the programming sequence will end automatically. Success tone will sound to indicate successful programming sequence.
6. Repeat steps 2-5 for each speed dial location.

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Programming (continued)

Clearing *One* Programmable Button or Speed Dial Location

1. Lift handset.
2. Press **STORE.**
3. Press programmable button or speed dial location (0-9) to be cleared.
4. Press **STORE** again.

Clearing *All* Programmable Buttons or Speed Dial Locations

1. Lift handset.
2. Press **STORE.**
3. Dial ✳ **0 0 0 0.**
4. Hang up handset.
5. Lift handset to continue.

Protecting Programmable Buttons from Being Reprogrammed or Cleared

1. Lift handset. Press **STORE.**
2. Dial ✳ **2 6 3 5.**
3. Press **STORE** again. Success tone will sound to indicate successful programming.

To remove this protection,

1. Lift handset.
2. Press **STORE.**
3. Dial # **2 6 3 5.**
4. Press **STORE** again. Success tone will sound to indicate successful programming.

NOTE: Programmed buttons or speed dial locations can only be cleared if they have not been protected or if protection has been removed.

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Using Chain Dial Storage

- If you need to store a number that exceeds 16 digits, you can store part of it under one programmable button and the rest of it under another button. Access it by pressing the first button and then the second. You can store the number under up to four buttons.

For programming instructions, refer to "Storing Numbers at Programmable Button Locations" at the beginning of the programming section of this guide.

MISCELLANEOUS FEATURES

Ringer Volume

Changing the ringer volume on the Model 3910S HoTelephone,

- Locate ringer switch on the bottom of telephone housing (Figure 4).
- Using the end of a pencil, slide the switch up for **HI** and down for **LO**.

Changing the ringer volume on the Model 3810X HoTelephone,

- Locate ringer switch on the bottom of telephone housing (Figure 4); adjust the volume of the ringer by sliding lever from one side to the other.

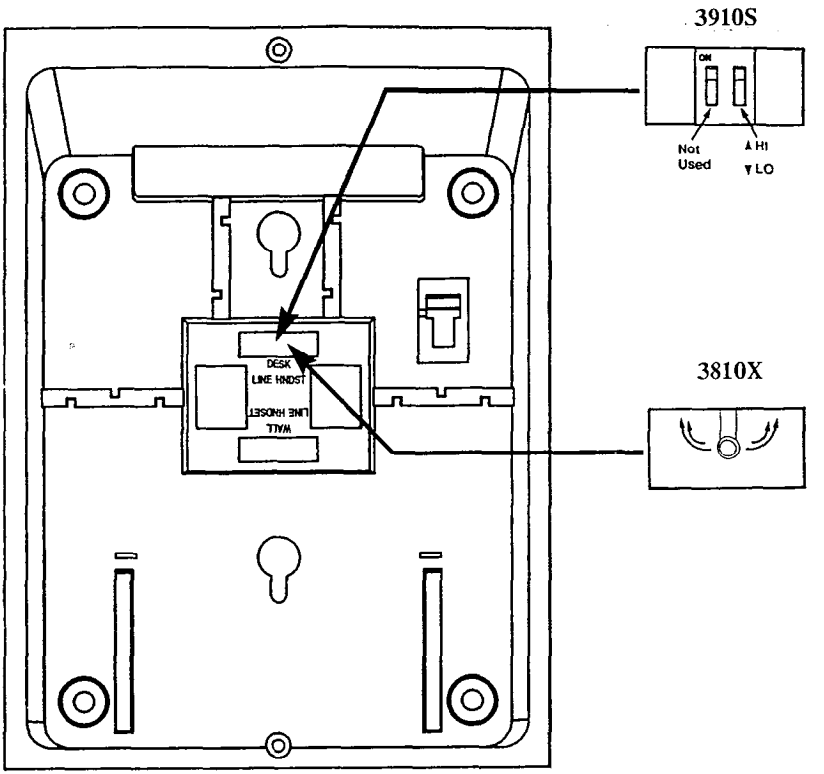

Figure 4. Ringer Volume Switch

Message Waiting Light

The telephone message waiting light may be turned on by a central answering service to alert the user that a message awaits pickup.

To receive messages,

- See lit message waiting light.
- Lift handset.
- Dial message service number. When the message is delivered, the light will be turned off by the answering service.

NOTE: When the message waiting pair is connected to the tip and ring pair of the line jack, the FCC registration code of the telephone will be KX and the REN will be Z. The telephone will be so marked on the registration label attached to the bottom housing. This KX registered device is intended to be connected behind a host PBX only. Direct connection to the CO line may not be compatible and is not permitted without the prior approval of the telephone company office supplying the CO line.

Data/Auxiliary Port

This telephone is equipped with a data/auxiliary port that is a standard RJ11 configured modular jack and is connected directly across the tip and ring leads of the telephone line. This port is not controlled by the telephone hookswitch. It can be used to connect adjunct devices such as autodialers, modems, and data terminals to the telephone line.

Some adjunct devices can be operated at the same time that the telephone is off-hook while others cannot. Refer to the manual associated with the device for complete details.

FCC RULES AND REGULATIONS

This telephone complies with Federal Communications Commission (FCC) Rules, Part 68. The FCC registration label attached to the bottom housing contains the FCC registration number, the ringer equivalence number, the model number, and the serial number or production date. The telephone operating company can request that they be provided with the telephone number of the TELCO line involved, the FCC registration number, and the ringer equivalence number of this telephone.

The ringer equivalence number (REN) is a measure of the load a telephone device will place on the ringing generator of a central office telephone company line. In general, a REN of 1 is equivalent to the load provided by one standard telephone ringer. FCC rules state that the total REN load on a line shall not exceed 5. When contacted, the telephone company will provide information on the maximum number of telephones or ringers that can be connected to one line, as well as any other applicable technical information.

Any problem with this equipment that causes improper operation of the telephone network may require the telephone company to disconnect service to the trouble site. If possible, advance notice of the disconnect will be given. If advance notice is not practical, notice will be given as soon as possible. The telephone company will inform the user of the right to file a complaint with the FCC.

The telephone company can temporarily discontinue service and make changes that could affect the operation of this equipment; however, it must provide advance notice of any change to give the user the opportunity to maintain uninterrupted telephone service.

Connection of this telephone to a telephone company line must be through a universal service order code (USOC) outlet jack. The USOC jack code number for a single-line telephone is RJ11C. If the installation site does not have the proper jack(s) and inside wiring, it is the user/installer's responsibility to arrange for its installation. The correct outlet jack for this equipment is an industry standard type 625A2-6 jack wired per the USOC jack code number RJ11C.

Local telephone company regulations may not permit connections to party lines and coin lines by anyone except the telephone operating company. FCC regulations do not permit repair of this telephone by anyone except the manufacturer or its authorized agent.

RADIO FREQUENCY INTERFERENCE (RFI)

It is possible for an electronic telephone to generate radio frequency (RF) energy while it is in use and interfere with radio and TV reception. This telephone has been tested and found to comply with radiation limits for a Class B computing device, pursuant to FCC Rules and Regulations, Part 15, Subpart J. These regulations are designed to provide reasonable protection against RFI.

There is no guarantee that interference will not occur in a particular installation. If a telephone does cause interference to radio or TV reception (which can be determined by unplugging the telephone), try to correct the interference as follows:

- Reorient the receiving antenna of the affected electronic device.
- Relocate the affected device or the telephone.
- Plug the affected device into a different AC outlet.

If necessary, consult an experienced radio/television technician or the manufacturer of this telephone for additional suggestions. You may find the following booklet prepared by the Federal Communications Commission helpful: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the Government Printing Office, Washington D.C. 20402. Stock No. 004-000-00345-4.

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COMDIAL

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