

# Hospitality Telephones



## CH928A(1S)SP User Manual

**CONNECTING CH928A(1S)SP**Website: [cotell-uk.com](http://cotell-uk.com)

Tel: +44(0)2034051200

Included with the CH928A(1S)SP phone are (one each):

- Base unit
- Coiled handset cord
- User guide
- Handset
- Clear plastic overlay (faceplate protection)
- Line cord

**INSTALLATION**

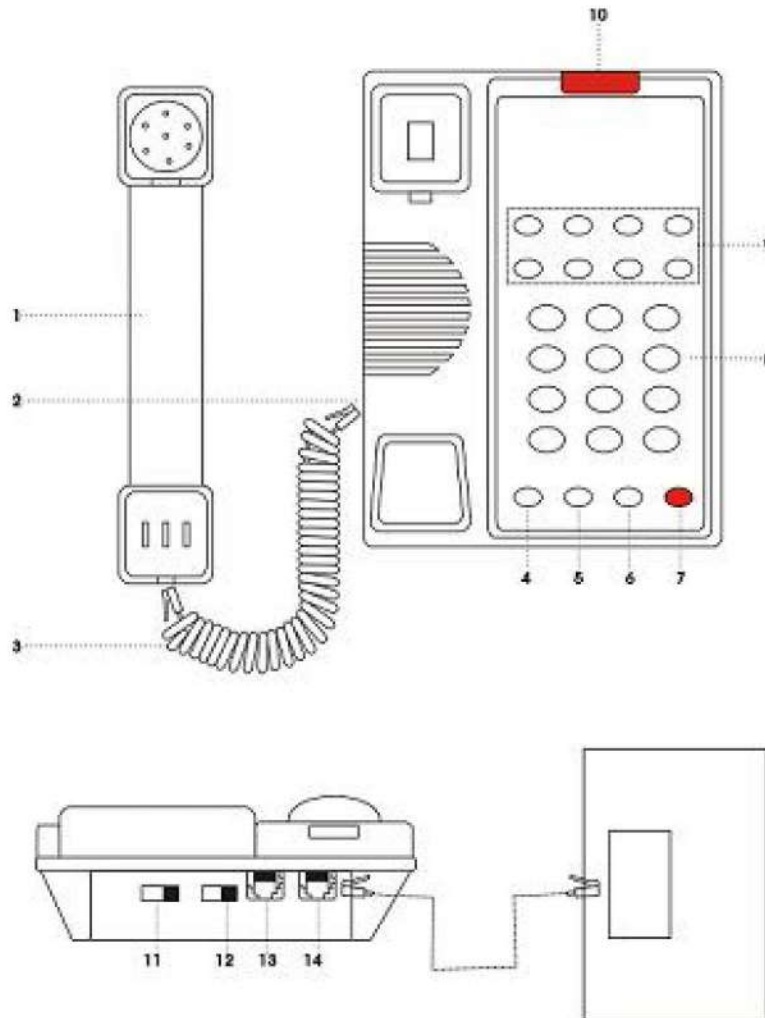
The phone can be used on desktop and wall mount.

1. Place bracket under base unit; connect one end coiled handset cord to outer RJ11 line interface on base unit and another end to the handset RJ11 Socket.
2. Connect one end of the RJ11 telephone connector to the junction box and another end to the telephone RJ11 socket located at the back of the telephone.
3. For Wall-mount configuration, remove the bracket under the base unit; align the slot at the base of the telephone to the screw on the wall.

**CH928A(1S)SP FEATURES**

- 1-Line
- Analog
- Surface Mount Technology with CPU control
- 0-8 programmable memory button
- Ringer volume control (HI—LO) slide switch
- Speaker volume control (HI—LO) slide switch
- Hold, flash and redial
- Data port
- Auto disconnect on busy tone detection
- Message waiting indicator with built-in one touch retrieve button
- Adjustable flash-hook timer

**CH928A(1S)SP DIAGRAM**



**CH928A(1S)SP BUTTON ASSIGNMENT**

FUNCTION KEY	FEATURE	DESCRIPTION
1	HANDSET	For answering a call.
2	HANDSET JACK	Modular jack for handset.
3	HANDSET CORD	Connecting the handset jack to the base unit.
4	HOLD	Press key activate or deactivates HOLD function.
5	FLASH	Act as an electronic hook-switch to activate call transfer.
6	REDIAL	REDIAL last number dialed.
7	SPEAKER	For hands-free conversation.
8	DIAL PAD	Keypad for dialing.
9	M1~M8 MEMORY KEYS	Programmable memory keys. These keys can be programmed to automatically dial telephone number or activate telephone system service features.
10	MSG	Light up as message or incoming call indicator.
11	RINGER(HI-LO)	Adjust the ringer volume to high or low.
12	VOLUME (HI-LO)	Adjust the speaker volume to high or low.
13	RJ45 DATA PORT	Analog port for connecting an additional phone.
14	TEL JACK	Telephone line jack.

**PLACING A CALL**

Method 1,

1. Lift up the handset.
2. Listen for dial tone, dial the desired telephone number or press an memory key to automatically dial a number.
3. To end the call, hang up by placing the handset back on the cradle.

1. Method 2, Press SPEAKER.

2. Listen for dial tone, dial the desired telephone number or press a memory key to automatically dial a number.
3. To end the call, press SPEAKER again.

**RECEIVING A CALL**

An audible ringing and flickering red message waiting light will indicate an incoming call.

1. Lift up the handset or press the SPEAKER to answer the call.
2. To end the call, hang up by placing the handset back on the cradle or press SPEAKER.

**ADJUSTING THE RING VOLUME**

1. Locate the volume control at the back of the telephone labeled RINGER HI-LOW slide switch.
2. Slide the switch to the desired HI-LO ring volume.

**REDIAL**

To REDIAL the last telephone number dialed.

1. Lift up the handset or press the SPEAKER.
2. Press the REDIAL key.

**ADJUSTING THE SPEAKER VOLUME**

The VOLUME key has four levels. When the speaker volume is first activated, the volume is in its normal default.

1. Locate the VOLUME key, press the key once to increase the volume to the next level (to the 2nd level volume).
2. Press the key again to increase the volume to an additional level (to the 3rd volume level).
3. To return the speaker volume back to default, continually to press the VOLUME key.

**MSG**

Press to retrieve voice mail,

1. The MSG indicator will light up on incoming message.
2. Lift up the handset; Press MSG to retrieve voice message or dial to front desk to request message.

**FLASH**

Press the FLASH key will activate a 100/300/600ms break for call transfer or call waiting.

**MUSIC HOLD**

To place calls on hold mode during conversation.

1. Press HOLD key, place the handset back on the cradle, the caller will hear background music.
2. Lift up the handset, press HOLD key again will return to the original conversation.

**AUTO DISCONNECT**

The telephone will auto disconnect the line after detecting 8x busy tone upon calling party on-hook.

**PROGRAMMABLE MEMORY KEYS**

The Phone has programmable 8 MEMORY keys. These keys can be programmed to automatically dial telephone number, or to activate telephone system features.

1. To store: On hook, enter the desired telephone number; press the memory key(M1-M8) for four seconds where the telephone number is to be stored.
2. To activate memory key: On hook, press the memory key (M1-M8) where the number is stored, the number will dial out automatically.
3. Memory key safety lock: On hook, press "1777\*#1234\*#" in sequence, continuously pressing the last "#" for 2 seconds. The memory key will be locked from any unauthorized alteration.

**PHONE SETTING**

NO.	ITEM	KEYPAD PROGRAM	REMARK
1	Memory keys	Press xxxx, follow by continually pressing (M1~M8) for 4 sec to store the number in a specific memory key.	a) xxxx = Extension or telephone number.



## IMPORTANT SAFETY INSTRUCTIONS

WHEN USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS. INCLUDING THE FOLLOWING:

1. READ AND UNDERSTAND ALL INSTRUCTIONS IN THIS MANUAL.
2. FOLLOW ALL WARNINGS AND INSTRUCTIONS MARKED ON THE PRODUCT.
3. UNPLUG THE PRODUCT FROM THE WALL OUTLET BEFORE CLEANING. DO NOT USE LIQUID CLEANER OR AEROSOL CLEANERS. USE A DAMP CLOTH FOR CLEANING.
4. DO NOT USE THIS PRODUCT NEAR WATER FOR EXAMPLE NEAR A BATHTUB, WASH BOWL, KITCHEN SINK OR LAUNDRY TUB, IN A WET BASEMENT, OR NEAR A SWIMMING POOL.
5. DO NOT PLACE THIS PRODUCT ON AN UNSTABLE CART, STAND OR TABLE. THE PRODUCT MAY FALL, CAUSING SERIOUS DAMAGE TO THE PRODUCT.
6. SLOTS AND OPENINGS IN THE CABINET AND THE BACK OF BOTTOM ARE PROVIDED FOR VENTILATION, TO PROTECT IT FROM OVERHEATING, THESE OPENINGS MUST NOT BE BLOCKED OR COVERED. THE OPENINGS SHOULD NEVER BE BLOCKED BY PLACING THE PRODUCT ON THE BED, SOFA, RUG OR ANY OTHER SIMILAR SURFACE. THIS PRODUCT SHOULD NEVER BE PLACED NEAR OR OVER A RADIATOR OR HEAT REGISTER. THIS PRODUCT SHOULD NOT BE PLACED IN A BUILT-IN INSTALLATION UNLESS PROPER VENTILATION IS PROVIDED.
7. NEVER PUSH OBJECTS OF ANY KIND INTO THIS PRODUCT THROUGH CABINET SLOTS AS THEY MAY TOUCH DANGEROUS VOLTAGE POINTS OR SHORT OUT PARTS THAT COULD RESULT IN A RISK OF FIRE OR ELECTRIC SHOCK. NEVER SPILL LIQUID OF ANY KIND ON THE PRODUCT.
8. TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT DISASSEMBLE THIS PRODUCT, BUT TAKE IT TO A QUALIFIED SERVICEMEN WHEN SOME SERVICE OR REPAIR WORK IS REQUIRED. OPENING OR REMOVING COVERS MAY EXPOSE YOU TO DANGEROUS VOLTAGES OR OTHER RISKS. INCORRECT REASSEMBLE CAN CAUSE ELECTRIC SHOCK WHEN THE APPLIANCE IS SUBSEQUENTLY USED.
9. UNPLUG THIS PRODUCT FROM THE WALL OUTLET AND REFER SERVICING TO QUALIFIED SERVICE PERSONNEL UNDER THE FOLLOWING CONDITIONS:
  - WHEN THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED
  - LIQUID HAS BEEN SPILLED INTO THE PRODUCT.
  - IF THE PRODUCT HAS BEEN EXPOSED TO RAIN OR WATER.
10. IF THE PRODUCT DOES NOT OPERATE NORMALLY BY FOLLOWING THE OPERATING INSTRUCTIONS. ADJUST ONLY THOSE CONTROLS THAT ARE COVERED BY THE OPERATING INSTRUCTIONS BECAUSE IMPROPER ADJUSTMENT OF OTHER CONTROLS MAY RESULT IN DAMAGE AND WILL OFTEN REQUIRE EXTENSIVE WORK BY A QUALIFIED TECHNICIAN TO RESTORE THE PRODUCT TO NORMAL OPERATION.
  - IF THE PRODUCT HAS BEEN DROPPED OR THE CABINET HAS BEEN DAMAGED.
  - THE PRODUCT EXHIBIT A DISTINCT CHANGE IN PERFORMANCE.
11. AVOID USING A TELEPHONE (OTHER THAN A CORDLESS TYPE) DURING AN ELECTRICAL STORM. THERE MAY BE A REMOTE RISK OF ELECTRIC SHOCK FROM LIGHTING.
12. DO NOT USE THE TELEPHONE TO REPORT A GAS LEAK IN THE VICINITY OF THE LEAK. SAVE THESE INSTRUCTIONS

## WARRANTY EXCLUSIONS

This warranty does not cover, or may be voided by, the followings:

1. Any damage resulting from abuse or misuse (i.e. liquid spills, abuse, or customer's modification ( warranty label broken) of the telephone.
2. Any damage caused by failure to follow operating or installation instructions provided with the telephone.
3. New faceplates or damage to the faceplate or discoloration of the telephone.
4. Any damage resulting from improper connection of the telephone to other equipment.
5. A telephone used in a harsh or corrosive environment.
6. Incompatibility with anything other than the PBX for which the telephone was intended during purchased.
7. Cords, connectors and replaceable batteries.
8. Force majeure.
9. Damages in transit.
10. Any damage resulting from unauthorized modification or repair of the telephone.

## COTELL PRODUCT SUPPORT

If you need technical assistance with this product, please contact COTELL INTERNATIONAL LIMITED via one of the following methods:

Telephone : +44 (0) 203 405 1200  
Fax : +44(0) 203 411 6610  
Email : [sales@cotell-uk.com](mailto:sales@cotell-uk.com)  
Website : [www.cotell-uk.com](http://www.cotell-uk.com)

Please contact us should the above operating instructions do not match the actual telephone.