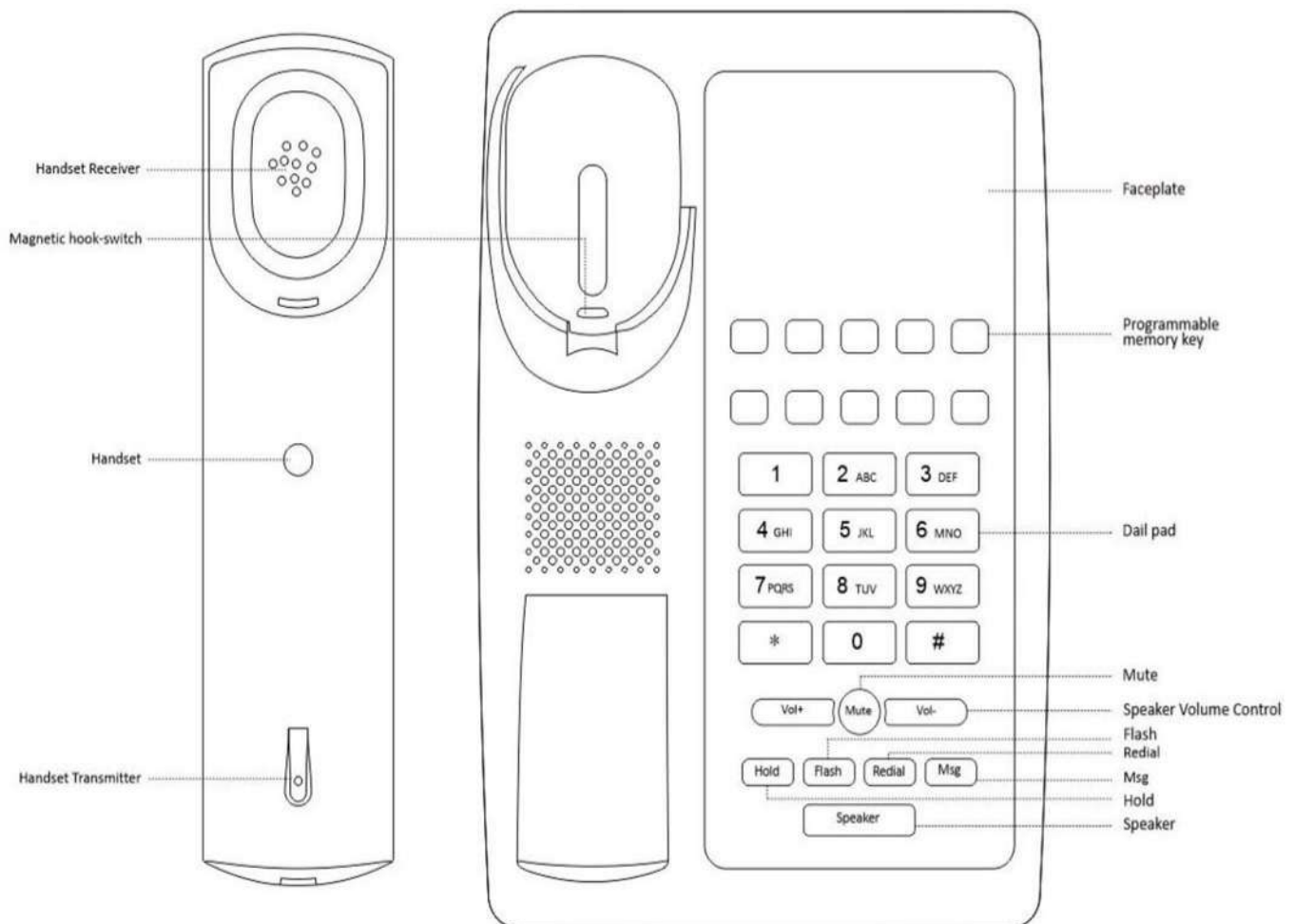


# Cotell TE3000A (1S)SP Hospitality Phone User Guide



## TE3000-A(1S)SP Face Drawing



## Features

- 1-line
- Analog
- Surface mount technology with CPU control
- Full length customizable faceplate
- Message waiting indicator lamp
- 1-10 programmable memory button
- High immunity to electro-magnetic radiation
- Matt finished high quality plastic casing
- Adjustable flash-hook timer
- Handset & speaker volume control
- Ringer volume control
- Redial, hold, mute & flash
- Desktop or wall-mount

## Installation

1. Unpack the box and check for the following items:
  - a. Main telephone body
  - b. Base support unit
  - c. Handset
  - d. Handset cord
  - e. Line cord
2. Carefully affix the base support unit to the main telephone body. Connect the USB charger wire to the main body if the said option is chosen.
3. Connect the handset to the telephone using the coiled handset cord provided.
4. Connect one end of the line cord to the telephone RJ11 socket and the other end to the wall telephone outlet.
5. Install the faceplate (delivered separately) onto the telephone.

## Operation

### A. Initiating a Call

#### Using the handset

1. Lift the handset.
2. Listen to dial tone.
3. Press the desired number on the keypad or press a memory button for autodial.
4. To cut off the call temporarily to make another call, press the flash button.
5. To end the call, place the handset back on the cradle.

#### Using speakerphone

1. Press speaker button. The red LED indicates that the speaker is active.
2. Listen to dial tone
3. Press the desired number on the keypad or press a memory button for autodial.
4. To cut off the call temporarily to make another call, press the flash button.
5. To end the call, press the speakerphone button again. The LED will goes off.

### B. Answering a Call

An audible ringing sound and the flashing LED indicates an incoming call

#### Using the handset

1. Lift up the handset to answer the call.
2. To end the call, place the handset back on the cradle.

#### Using speakerphone

1. Press the speakerphone button to answer the call.
  2. To end the call, press the speakerphone button again. The LED will turn off.
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## C. Redial

### Using the handset

1. Lift up the handset, press the REDIAL button to initial a redial call
2. To end the call, place the handset back on the cradle.
3. To set redial timer;
  - a. Off hook
  - b. Press “\*#\*08\*#nn”
  - c. Press FLASH button
  - d. On hook

Note: nn = 1 - 60 minutes

### Using the speakerphone

1. Press the speakerphone button. The red LED indicates the speakerphone is active, press the REDIAL button to initial a redial call
2. To end the call, press the speakerphone again. The LED will turn off.

## D. Speakerphone Volume

1. Adjust the Vol+ or Vol- button to increase or decrease the speakerphone volume.

## E. Ringer Volume

1. Flip the Hi-Lo switch below the telephone body to increase or decrease the ring volume.

## F. Flash

1. Press the FLASH button momentarily will enable a call transfer.
2. Press the FLASH button for a longer period of time will reactivate a dial tone to make another call.
3. The default timer value is 600ms. To set the timer, Press \* # \* + Timer value + Flash button. The timer value can be set to 100, 300, 600 or 1000ms. A long “beep” tone confirm the setting is successful.

Example:

  - a. To set 100ms flash timer: Off hook, press “\*,#,\*,100,FLASH” in sequence. On hook.
  - b. To set 300ms FLASH timer: Off hook, press “\*,#,\*,300,FLASH” in sequence. On hook.

## G. Hold

1. During conversation, press the HOLD button will place a call on hold. The opposite party will hear music.
  2. To deactivate the call on hold, press the HOLD button again.
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## H. Mute

1. During conversation, press the MUTE button will disable the opposite party from hearing your conversation
2. To deactivate Mute, press the MUTE button again.

## I. Programmable Memory Button

TE3000-A (1S) SP has up to 10 programmable memory buttons. These buttons can be used to store commonly dial numbers or codes for activating PABX features.

### Storing a number or a code

1. Lift the handset from the cradle
2. Press the desired memory key(M1~M10) for 3 seconds until a long “Di” tone is heard
3. Enter the desired telephone or extension number
4. Press the memory key again. A short “Di” tone will be heard
5. The key (memory location) is now programmed for speed dialing

## J. Message Retrieval

TE3000-A (1S) SP message light is embedded on the same message retrieval button. The mail box number will be programmed into this memory location “Message” or “MSG”.

When there is an incoming message, the message indicator will light up.

### Retrieve a message using the handset

1. Lift up the handset; press the “Message” or “MSG” button to retrieve the message.
2. Once completed, place the handset back on the cradle

### Retrieve a message using the speakerphone

1. Press the speakerphone button, the red LED indicates that the speakerphone is active. Press the “Message” or “MSG” button to retrieve the message.
  2. Once completed, press the speakerphone again. The red LED will turn off.
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## K. Clone Function

To clone from originating telephone to destination telephone,

### Method A

1. Originating telephone call the destination telephone.
2. Destination phone off hook, press “\*#\*11\*#FLASH/DEL” , once completed, press the SET/STORE key (for 3 seconds) and then press “\*#\*12\*#FLASH” on the originating telephone(will hear a COPY Tone).

All the functions on the originating telephone is copied to the destination telephone.

### Method B

1. Both originating telephone and destination telephone are off hook. Press “\*#\*11\*#FLASH/DEL” on destination telephone, once completed, press “\*#\*12\*#FLASH/DEL” on the originating telephone(will hear a COPY Tone).

All the functions on the originating telephone is copied to the destination telephone.

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## 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
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## 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

All support queries should be directed to:

Email: [support@hotel-tech.com](mailto:support@hotel-tech.com)  
Telephone: +44(0) 203 405 1200  
Fax: +44(0) 203 411 6610  
Website: [www.cotellhotelphones.com](http://www.cotellhotelphones.com)  
Sales: [sales@hotel-tech.com](mailto:sales@hotel-tech.com)

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



Hotel Technology International Ltd