Troubleshooting

The Cliptel 50 must be serviced by trained engineers. NEVER attempt any repairs or adjustments yourself — you could make the problem worse and invalidate the Guarantee.

Always make sure your Cliptel 50 is fully plugged into the telephone line socket.

If the phone does not ring …

■ Check that the ringer volume switch on the side of the handset is not set to OFF.

■ Check that the total REN value of all equipment connected to your telephone line is no more than 4. Disconnect one or more telephones and see whether that helps.

If you cannot make calls …

■ Disconnect all other instruments connected to the same line as the Cliptel 50 and see whether you can make a call.

■ Disconnect the Cliptel 50 from the telephone line and plug a different telephone into the socket. Try making a call. If this works, the line is OK.

■ If you are using a two-way socket adapter, remove it and plug a telephone directly into the socket. If the call now works, the adapter may be faulty.

■ If you think the fault may be on the exchange line, contact the service provider (the BT engineers on 151, or your cable company).

■ If you still cannot identify the cause of the problem, contact the Binatone Help Line.

Technical details

Temperature range	Operating 0ºC to 40ºC
	Storage -20ºC to 60ºC
Approvals	ETS 300-001, PD7010
PBX compatibility	100 ms timed break recall
	Pause length: 3 seconds
	Signalling type: DTMF (dual tone multi-frequency), also called tone dialling

The five numbers stored in the Redial memories can have up to 32 digits each.

Binatone Telecom plc operates a policy of continuous product improvement, and so reserves the right to make changes to the product and functions without notice.

Do not clean any part of your Cliptel 50 with solvent chemicals, abrasives or spray cleaners which might get inside the case and cause damage not covered by the guarantee. When necessary, clean it with a damp cloth.

Keep your Cliptel 50 away from hot, humid conditions or strong sunlight.

If you need help, call the Binatone Help Line
020 8 344 8870
9.00 am to 5.00 pm, Monday to Friday

Cliptel 50
USER GUIDE

Model 2982

SECRECY button
Press this during a call to prevent the caller from hearing you. Press it again when you want to be heard again.

Ringer volume control
OFF–LOW–HIGH
If this is set to OFF, the phone will not ring.

Hook switch

RECALL button
You will need this if your phone is connected to a PBX, or if you use BT's Select Services.
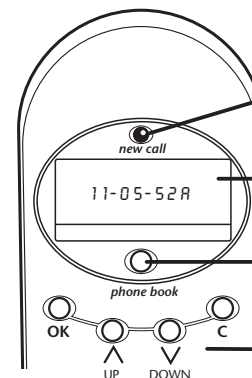
PAUSE button
You may need this if your phone is connected to a PBX.

One-touch memory buttons

REDIAL button — press this to display the last number you dialled.
For **Multi-Redial**, you can then press ▼ or ▲ (see below) to scroll through the last five dialled numbers.
When the number you want is shown on the display, press (OK) to dial it.

'NEW CALL' light
This flashes when there has been an incoming call, until you have checked the caller's ID. It is on steadily when you are dialling on-hook.

Display
When the handset is on hook, this shows the time.
See page 3 for more details of display symbols and messages.

PHONE BOOK button
For storing, calling and deleting numbers in your 50-number Phone Book

MENU buttons
… shown in the instructions like this

While you are using these buttons, your line will be Busy, even if the handset is on hook.
Ignore any recorded messages or tones you hear from the exchange.

The **MENU buttons** take you through a range of options on the display, as shown —

```
CALLER ID
▼
KEYBEEP
▼
BABYCALL
▼
SETTINGS
▼
TIME ACCT
▼
STORE
```

Press ▲ or ▼ to bring the menu up on the display, and to scroll through the menu options
You can do this with the handset on-hook or off-hook.

Press (OK) to select the option on the display, and go to the next level
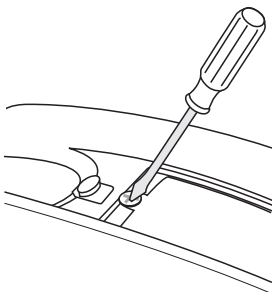*For details of each feature, see the relevant page of this guide.*

Press (C) to move back one level and to quit 'menu mode'
… or you can simply replace the handset to quit.
… or if you wait for one minute without pressing a button, the phone will automatically quit 'menu mode' and show the time.

THE DISPLAY MAY BE BLANK FOR A FEW MOMENTS BEFORE SHOWING THE TIME.

Installation

Fit a battery before you connect the phone to the telephone line. You need a 9 V PP3/6FL22 battery (not supplied with the unit).

1 Remove the memory number card and its plastic cover from the base

2 Unscrew and remove the battery compartment cover

3 Take out the battery connection pad. Click the connectors on the battery firmly into the studs on the pad

4 Place the battery in the compartment

5 Replace the cover and screw it firmly into place

**6** Plug the telephone line cable into the socket

SAFETY WARNINGS
■ Before removing the battery compartment cover, always make sure the telephone line cable is unplugged at the socket
■ Do not install the unit where it might get wet.

Conditions for use

You can connect your Cliptel 50 to a public exchange line in the UK; or to an extension on an approved PBX using DTMF (tone) signalling and timed-break recall (TBR).

The ringer equivalence numbers (RENs) of all instruments connected to an exchange line must not add up to more than 4. The Cliptel 50 has a REN of 1; most other phones and fax machines have a REN of 1 unless marked otherwise.

Setting the clock and the ringer melody

1 Press ▼ until the display shows ‹ *SETTINGS* ›

2 Press (OK) so the display shows ‹ *CLK SET* ›

3 Press (OK) again

4 Key in the current time, using the dialling keypad
The time is a four-digit number (HHMM) using the 12-hour clock

5 Press ▲ if necessary to change the AM / PM setting

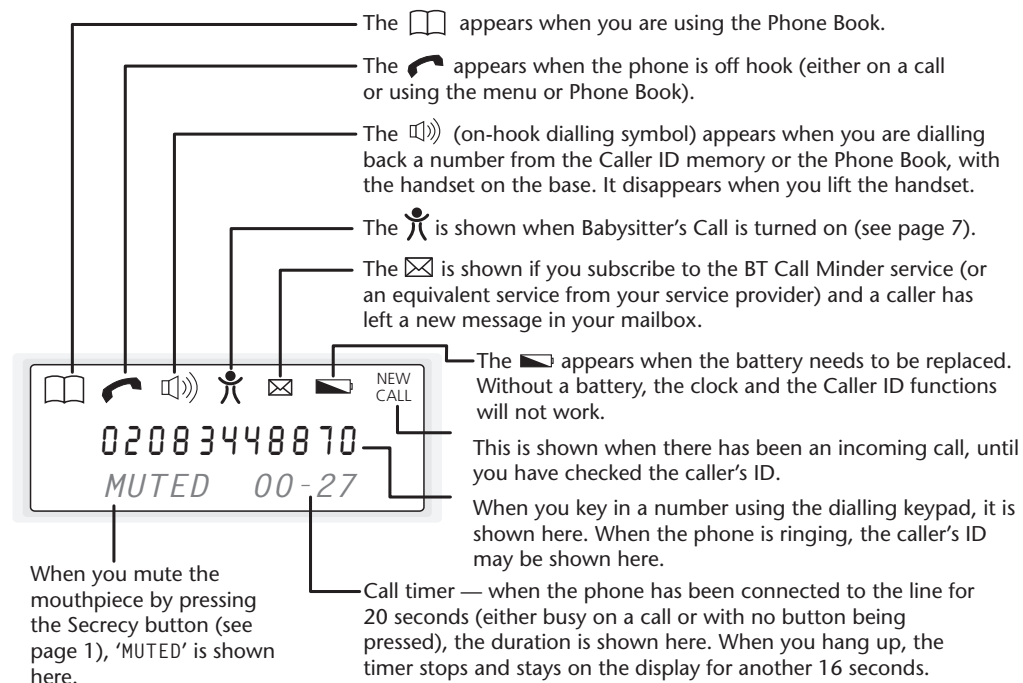**6** Press (OK) to confirm, then (C) to quit menu mode

```
         05-49
CLOCK        >AM
```
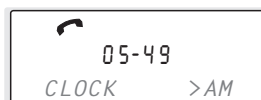
The default ringer melody is medium ('*MIDDLE*'); you can change it if you prefer.

1 Press ▼ until the display shows ‹ *SETTINGS* ›

2 Press ▼ until the display shows *RING MELODY*›

3 Press (OK)

4 Press ▲ or ▼ to select *MIDDLE*, *SLOW* or *FAST*

5 Press (OK) to confirm
The phone generates a demo ringing tone, then automatically quits menu mode.

```
RING MELODY  >
```

```
MIDDLE       >
```

Display messages and symbols

The 📖 appears when you are using the Phone Book.

The ☎ appears when the phone is off hook (either on a call or using the menu or Phone Book).

The 🔊 (on-hook dialling symbol) appears when you are dialling back a number from the Caller ID memory or the Phone Book, with the handset on the base. It disappears when you lift the handset.

The 🧍 is shown when Babysitter's Call is turned on (see page 7).

The ✉ is shown if you subscribe to the BT Call Minder service (or an equivalent service from your service provider) and a caller has left a new message in your mailbox.

The 🔋 appears when the battery needs to be replaced. Without a battery, the clock and the Caller ID functions will not work.

```
📖 ☎ 🔊 🧍 ✉ 🔋   NEW
                    CALL
  02083448870
  MUTED    00-27
```

This is shown when there has been an incoming call, until you have checked the caller's ID.

When you key in a number using the do dialling keypad, it is shown here. When the phone is ringing, the caller's ID may be shown here.

When you mute the mouthpiece by pressing the Secrecy button (see page 1), 'MUTED' is shown here.

Call timer — when the phone has been connected to the line for 20 seconds (either busy on a call or with no button being pressed), the duration is shown here. When you hang up, the timer stops and stays on the display for another 16 seconds.

Key beep

Normally, the unit will 'beep' whenever you press a button or key. You can turn this off if you prefer.

1 Press ▼ until the display shows ‹*KEYBEEP* ›

2 Press (OK)

3 Press ▼ or ▲ to switch between *ON* and *OFF*

4 Press (OK) then (C) to quit menu mode

```
          ☎
KEYBEEP ON  >
```

Time Account

This shows you how much time you have spent on outgoing calls.

1 Press ▼ until the display shows ‹*TIME ACCT* ›

2 Press (OK) to display the total time

3 Press (C) to quit menu mode

OR, to re-set the timer to zero:

4 Press ▲ and hold it for 3 seconds

```
        01-48-09
TOTAL TIME
```

```
        00-00-00
DELETED
```

How to key in names

The numbered keys on the dialling keypad also have letters on them.

To key in a name, press the key the correct number of times, within one second, for each letter.

To insert a space, press the (#) *key.*

For example, to write JANE:

Press (5 JKL) **once**

Press (2 ABC) **once**

Press (6 MNO) **twice**

Press (3 DEF) **twice**

If you make a mistake, press ▼ to 'backspace', then key in the correct letter.

One-touch memories

To store a number in one-touch memory

1 Press ▼ until the display shows ‹*STORE* ›

2 Press (OK)

3 Key in the name (up to 12 letters, including spaces) **and press** (OK)

4 Key in the number (up to 20 digits)

5 Press a one-touch memory button (M1 to M4)

If a number is already stored in that memory, you overwrite it by storing a new one.

```
            ☎
         05-50
  ‹STORE        ›
```
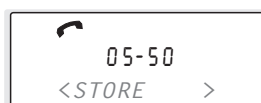
To make a call to a stored number

1 Lift the handset

2 Press the one-touch memory button (M1 to M4)

The Phone Book

You can store up to 50 names and numbers in the Phone Book.

To store a number in the Phone Book

1 Press ▼ until the display shows ‹*STORE* ›

2 Press (OK)

3 Key in the name (up to 12 letters, including spaces) **and press** (OK)

4 Key in the number (up to 20 digits) **and press** (OK)
   The number is stored.

If you try store a number in the Phone Book when it is full, you will see the message: ‹*MEMORY FULL* ›. You will need to delete one or more numbers (see page 5) to make room.

```
            ☎
         05-50
  MEMORY FULL
```

The Phone Book, *continued*

To make a call to a number stored in the Phone Book
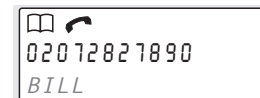
1 Lift the handset and press *phone book*

2 Key in the first letter (or more) of the name you want

   The display shows the name and number closest to the letter you have keyed in. Numbers you have stored in one-touch memory can also be dialled using the Phone Book.

   You can press ▼ or ▲ to scroll between stored numbers

3 When the number you want to call is shown on the display, press (OK) **to dial it**

example →

```
  ☐ ☎
         05-50
  B_
```

```
  ☐ ☎
  02072827890
  BILL
```

```
  ☐ ☎
  02083448870
  BINATONE
```

To edit and delete numbers in the Phone Book

1 Lift the handset and press *phone book*

2 Key in the first letter (or more) of the name you want

   Press ▼ or ▲ to scroll between stored numbers if necessary

3 When the number you want is displayed, press (C)

4 EITHER press ▼ to delete one character at a time from the number

   After deleting all digits from the number, you can delete letters from the name

   OR simply press ▼ and hold it for 3 seconds to delete the whole number and name

5 Key in the new digits

6 Press (C) **to quit menu mode**

example →

```
  ☐ ☎
         05-50
  LI_
```

```
  ☐ ☎
  02072812345
  LIZZIE
```

```
  ☐ ☎
  020728_
  LIZZIE
```

Note — numbers you have stored in one-touch memory will also appear, and can be edited and deleted this way.

┌─ **Use on a PBX** ─────────────────────────────

If you are using your Cliptel 50 on a PBX, you can store the PBX's outside line access code (usually 9) as the first digit of the number. If your PBX requires you to wait for a second dial tone after dialling 9, you can insert a pause when you store the number, using the PAUSE button.

When making calls, you can insert a pause after the outside line access digit so that you can later use the Cliptel 50's Multi-Redial feature to make a repeat call to the number.

For more information about using your Cliptel 50 on a PBX, contact the Binatone Help Line on 020 8 344 8870 (9.00 am to 5.00 pm, Monday to Friday).

Please note that, to use this feature, you need to subscribe to the BT Caller ID option, or the equivalent option from your service provider.

Checking and storing Caller ID records

Up to 45 Caller ID records are stored in the Cliptel 50's memory. When the Caller ID memories are full, new records will overwrite old ones. If there are new records, the display shows 'NEW CALL' and the New Call light flashes.
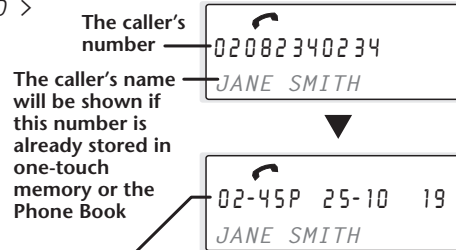
1 Press ▼ until the display shows <CALLER ID >

2 Press (OK)

The display shows the Caller ID record, in two 'pages', as in the example here.

If no records are stored, the display shows 'NO RECORD' and goes back to menu mode.

3 Press ▼ to go to page 2 of the record

4 Press ▲ to search the next record

To return a call

5 When the number you want to call is shown on the display, press (OK) to dial it

To edit, delete and store records

1 When the number you want is displayed, press (C)

If you wish to edit the name (you cannot edit the number):

2 Press ▼ to delete one letter at a time from the name, then key in new letters as you wish

OR simply press ▼ and hold it for 3 seconds to delete the whole number and name

3 Press (OK) to store the name and number in the Phone Book

4 Press (C) to quit menu mode

The caller's number ──→ 02082340234

JANE SMITH

The caller's name will be shown if this number is already stored in one-touch memory or the Phone Book

▼

02-45P 25-10 19

JANE SMITH

Page 2 shows the time and date the call came in *(2.45 pm on 25 October)* and the call record number *(19)*

If the caller withheld their ID by dialling 141, the display shows 'WITHHELD'; if the ID is not available (e.g. on an international call), the display shows 'UNAVAILABLE'.

Caller ID Block

With Caller ID Block set, the Cliptel 50 will not accept calls from callers who have withheld their ID by dialling 141. If the caller's ID is unavailable for other reasons, the call will be answered as normal.

1 Press ▼ until the display shows < SETTINGS > then press (OK)

2 Press ▼ until the display shows ID BLOCK > then press (OK)

3 Press ▼ or ▲ to switch between ON and OFF

4 Press (OK) to confirm, then (C) to quit menu mode

BLOCK ON   >

Babysitter's Call

Please note that, with Babysitter's Call set, your Cliptel 50 cannot be used for emergency calls unless you have stored the emergency number (999/112) in the Phone Book (see box, below). You are advised to have an alternative phone available for use in emergencies.
If you store 999 as the Babysitter's Call number, make sure the user knows this, so she/he won't make an emergency call by mistake.

With Babysitter's Call turned on, the Cliptel 50 will dial a preset number whenever the user lifts the handset and presses any button or key.

1 Press ▼ until the display shows <BABY CALL > then press (OK)

2 Press ▲ to switch between ON and OFF

3 To confirm the setting without changing the number, press (OK)
OR

4 Key in the phone number, using the dialling keypad

5 Press (OK) to confirm, then (C) to quit menu mode

02083450345

BABY ON >

In this example, with Babysitter's Call on, the Cliptel 50 will dial the number shown when any key is pressed.

Over-riding Babysitter's Call

The only way to override Babysitter's Call is by dialling numbers from the Phone Book with the handset on hook, as follows:

1 Press *phone book*

2 Press ▲ or ▼ until the number you want appears on the display

3 Press (OK) to dial the number

The dialled digits flash on the display as they are dialled out.

4 Lift the handset when the unit has completed dialling

Guarantee and service

The Binatone Cliptel 50 is guaranteed for 12 months from the date of purchase shown on your sales receipt. The Guarantee does not cover damage by misuse or negligence, or by excessive voltages —for example, faults on the telephone line, or lightning.

While the unit is under Guarantee
Disconnect the plug from the telephone line, then pack up your Cliptel 50, using the original packaging. Return the unit to the shop where you bought it, **making sure you take your sales receipt as proof of purchase**.

In the unlikely event that you need to return your Cliptel 50 to our Repair Centre while it is under guarantee, there will be a £5 handling charge.

Repair after the Guarantee has expired
Disconnect and pack up your Cliptel 50 as above. Call our Service Department on **01325 304473** and ask for details of the repair charge and the address to send the unit.

Return your Cliptel 50 to the address given, remembering to include your name and address, plus a cheque or postal order for the value of the repair charge.