

# **SWITEL**

**COMMUNICATION PRODUCTS**

Low-radiation cordless DECT/GAP telephone with answering machine

## **DET 397X**



## **Operating Instructions**

**GB**

# ***SWITEL***

## **DET 397X**

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# 1 Safety Information

Please read this operating instruction manual thoroughly.

## Intended use

The telephone is suitable for telephoning within a public telephone network system. Any other use is considered unintended use.

Unauthorised modification or reconstruction is not permitted.

Under no circumstances open the device or complete any repair work yourself.

## Installation location

Prevent excessive exposure to smoke, dust, vibration, chemicals, moisture, heat and direct sunlight.

Do not use the handset in potentially explosive areas.

## Power adapter plug



**Attention:** Only use the power adapter plug supplied because other power supplies could damage the telephone. Ensure access to the power adapter plug is not obstructed by furniture or such.

## Batteries



**Attention:** Never throw batteries into a fire. Only use batteries of the same type! Pay attention to correct polarity! If the polarity of the batteries is incorrect, there is a risk of explosion of the charging station.

## Power failure

The telephone cannot be used to make calls in the event of a power failure. Always keep a cord connected telephone which operates without an external power supply available in case of emergency situations.

## Medical equipment



**Attention:** Never use the telephone in the vicinity of medical equipment. Effects on such equipment cannot be fully ruled out.

DECT<sup>1</sup> telephones can cause an unpleasant humming sound in hearing aids.

<sup>1</sup>DECT: Digital Enhanced Cordless Telecommunication = Standard for cordless telephones.

## Disposal

In order to dispose of your device, bring it to a collection point provided by your local public waste authorities (e.g. recycling centre). The adjacent symbol indicates that the device must not be disposed of in normal domestic waste! According to laws on the disposal of electronic and electrical devices, owners are obliged to dispose of old **electronic and electrical devices** in a separate waste container.



**Batteries** must be disposed of at the point of sale or at the appropriate collection points provided by the public waste authorities.



**Packaging materials** must be disposed of according to local regulations.

## 2 Putting the Telephone into Operation

### Safety information



**Attention:** It is essential to read the Safety Information in Chapter 1 before starting up.

### Checking the package contents

The package contains:

Contents	DET 397X			
	3971	3972 <sup>1</sup>	3973 <sup>1</sup>	3974 <sup>1</sup>
Base station with power adapter plug	1	1	1	1
Charging station with power adapter plug	-	1	2	3
Handset	1	2	3	4
Telephone connection cable	1	1	1	1
Batteries	2	4	6	8
Operating instructions	1	1	1	1

<sup>1</sup> Refer to the [www.switel.com](http://www.switel.com) web site to see if this telephone set is already available.

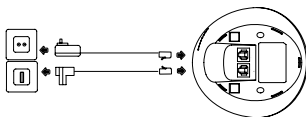
## Connecting the base station



**Attention:** Position the base station at least 1 m away from other electronic devices, otherwise there is a risk of mutual disturbance.

Connect the base station as illustrated in the diagram. For reasons of safety, only use the power adapter plug and telephone connection line supplied.

Mains power outlet  
Telephone line socket

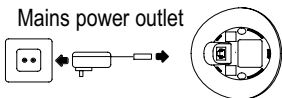


**Attention:** With regard to the base station, use the power adapter plug, model No. SW-075030EU bearing the output data: 7,5 V, 300 mA.

## Connecting the charging station<sup>1</sup>

Connect the charging station as illustrated in the diagram. For safety reasons, only use the power adapter plug supplied.

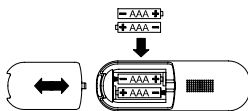
Mains power outlet




**Attention:** With regard to the charging station, use the power adapter plug, model No. SW-075020EU bearing the output data: 7,5 V, 200 mA.

## Inserting the batteries

Insert the batteries in the open battery compartment. Only use batteries of the type AAA NiMH 1,2 V. Pay attention to correct polarity. Close the battery compartment.



<sup>1</sup> Only applies to telephone sets with at least two handsets   
Section "Package contents" on Page 5.

## Charging the batteries



Before the handset is used for the first time, insert it in the base/charging station for **at least** 24 hours.

When the handset is inserted in the base/charging station properly, you will hear an acoustic confirmation signal. The handset warms up during the charging process. This is normal and does not represent a risk. Do not charge the handset with charging units from other manufacturers.

The current **battery charge status** is indicated in the display:



Full



Half empty



Low



Empty

## Setting the display language

Select a language (cf. "Menu Structure"):

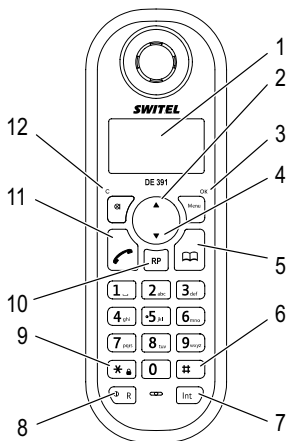
**MENU** > Handset > Language >...

## 3 Operating Elements

The buttons in this operating manual are subsequently depicted with a uniform contour. Slight deviations in the appearance of the icons on the buttons compared to those depicted in this manual are possible.

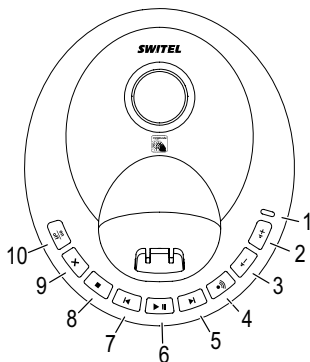
## Handset

- 1 Display
- 2 Open calls log /  
Scroll upwards
- 3 Menu / OK button
- 4 Open calls log /  
Scroll downwards
- 5 Phonebook /  
Cancel process
- 6 Conference call
- 7 Internal call
- 8 R button /  
Handset on/off
- 9 Key lock
- 10 Pause / Redialling
- 11 Take call /  
End call
- 12 Delete / Muting



## Base station

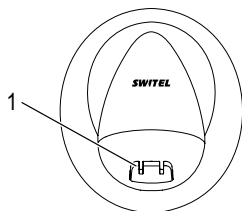
- 1 LED, new message
- 2 Volume +
- 3 Volume -
- 4 Paging button
- 5 Forward / Answer delay
- 6 Message play / Pause
- 7 Back / Alert signal
- 8 Stop
- 9 Delete button /  
Remote access code
- 10 Answering machine On / Off





## Charging station<sup>1</sup>


1 Charge contacts



## Low radiation operation (ECO mode)



Default settings = ECO-MODE → OFF

The telephone can be set up so that the radiation power is reduced  Page 11.





= ECO MODE → ON.

Reductions, with ECO mode activated, in comparison to a standard DECT cordless telephone:

Both in Call mode as well as in Standby mode, the radiation is reduced considerably when ECO mode is activated as compared to standard, cordless DECT telephones.








If necessary, you can increase the range of the telephone system by switching ECO MODE off  Page 11 (ECO MODE → OFF).







<sup>1</sup> Only applies to telephone sets with at least two handsets  Section "Package contents" on Page 5.

## 4 Introductory Information

### Notation used in the operation instruction manual

Notation	Description
	Enter digits or letters
	Press the button depicted briefly
2 sec 	Press the button depicted for 2 seconds
	Represents texts which appear in the display
	Represents icons which appear in the display

### Icons and texts in the handset display

Icon	Description
	Internally assigned call number of the handset
	Time display
<b>ext</b>	External call
<b>int</b>	Internal call
	Flashing: New calls have been registered in the calls log.
	The key lock is activated.
<b>MUTE</b>	The microphone is switched off (muting).
	On: The connection to the base station is good. Flashing: The connection to the base station is poor.
	On: The answering machine is switched on. Flashing: New messages have been recorded.

## 5 Menu Structure

Open the main menu by pressing the **MENU** button. Use the **▲**/**▼** buttons to move to and select an option then confirm it by pressing the **OK** button.

<b>PLAY MESSAGE</b>	NEW MSG XX ALL MSG XX
<b>PHONEBOOK</b>	ADD ENTRY MODIFY ENTRY DELETE ENTRY
<b>TAM SETTINGS</b>	ANS ON/OFF ANS MODE MEMO REC OGM SETTING DAY SETTING ANS DELAY REMOTE CODE
<b>SETUP</b>	BASE VOLUME BASE MELODY DEL HANDSET PIN CODE DIAL MODE RECALL DEFAULT ECO MODE
<b>HANDSET</b>	BEEP INT RING VOL EXT RING VOL INT MELODY EXT MELODY AUTO ANSWER NAME LANGUAGE HOT KEYS

	KEYLOCK?
DATE - TIME	DATE SET CLOCK SET ALARM SET
REGISTER	SELECT BASE REG BASE

## 6 Telephoning

All descriptions in this operating manual assume that the handset is in Standby mode.

Take a call (off-hook)	
End a call (on-hook)	
Make an external call	,  or ,
Redial the number	<b>RP</b> , /,  or , <b>RP</b>
Dial from calls log	/,
Dial from phone number memory	, /,

### Internal calls

#### Making an internal call

**INT**, e.g. **2**.

There must be two or more handsets registered on the base station in order to make internal calls.

#### Forwarding external calls internally / Conference calls

During a call: **INT**, e.g. **2**.












After the internal party has answered, transfer the call by pressing the button.

To start a conference call, wait for the party called to answer the internal call and then press the **#** button.



If the handset called does not answer, take the external call back by pressing the **INT** button.

## Other functions

Function	Button sequence
Switch the handset on /off	5 sec  R
Key lock on	3 sec 
Key lock off	 , 
Receiver volume	 ,  / 
Ringing melody volume	 /  while phone is ringing
Muting/Activating microphone in handset	 during the call
Locate handset (paging)	 on the base station

## Muting function


After muting the microphone, the caller can no longer hear you.


## Displaying the duration of a call

The duration of a call is displayed in hours, minutes and seconds during the call.

## Registering a handset

If your handset is not registered on the base station, icons flash in the display.

To register the handset, press the  button on the base station for five seconds and then proceed as follows:

,  / , REGISTER, ,

 / , REG BASE, , BASE 1 2 3 4.

To register a handset from a different manufacturer, refer to the operating manual supplied with the respective handset. The four-digit PIN for your base station is 0000.



Up to five handsets can be registered on your base station. However, you can only activate your handset on one base station at a time.

## 7 Phonebook

Up to 50 phone numbers can be stored in the phonebook. Each entry can be customised with its own individual ringtone (5 melodies).



When the memory capacity is completely full, an existing entry must be overwritten.

### Creating phone book entries

MENU, ▲/▼, PHONEBOOK, OK, ▲/▼,  
ADD ENTRY, OK, NAME ?, , OK, NUMBER ?,  
, OK, ▲/▼, MELODY 1 to MELODY 5, OK.

### Modifying phonebook entries

MENU, ▲/▼, PHONEBOOK, OK, ▲/▼,  
MODIFY ENTRY, OK, ▲/▼, OK, , OK, ,  
OK, ▲/▼, MELODY 1 to MELODY 5, OK.

## 8 Call Log

A total of 40 phone numbers are stored in a call log.



The caller number display function is an optional service offered by telephone network providers. If this service is not offered, the incoming calls are not displayed. Contact your network provider for further information.

### Displaying numbers in the call log

▲, ▲/▼.

### Storing an entry in the call log in the phone number memory

▲, ▲/▼, several times if necessary OK,  
ADD ?, OK, NAME ? , OK, confirm number OK,  
MELODY 1 to MELODY 5, OK.

### Deleting phone numbers from the call log

▲, ▲/▼, C, DELETE ?, OK.

## 9 Answering Machine

The answering machine can store up to 59 messages. The maximum recording time is 10 minutes. When the memory capacity for new messages is exhausted, no further messages are recorded.

### Language

The voice output of the answering machine is English.

### Operating using the handset

The answering machine is controlled via the buttons on the handset.

To play new messages recorded, proceed as follows:

**MENU**, **MENU**, **▲**/**▼**, **NEW MSG 01**, **OK**


To play all the messages recorded, proceed as follows:

**MENU**, **MENU**, **▲**/**▼**, **ALL MSG 03**, **OK**


To open the answering machine's main menu, proceed as follows (pay attention to the audio operating instructions):

**OK**, **▲**/**▼**, **TAM SETTINGS**, **OK**, **▲**/**▼**,

Function	Display text	Button sequence
Switch answering machine on/off	ANS ON/OFF ON OFF	<b>OK</b> , <b>▲</b> / <b>▼</b> , <b>OK</b>
Select outgoing message (OGM)	ANS MODE ANS AND REC ANS ONLY	<b>OK</b> , <b>▲</b> / <b>▼</b> , <b>OK</b>
Record memo	MEMO REC	<b>OK</b> , follow the audio operating instructions
OGM menu	OGM SETTING PLAY OGM RECORD OGM DELETE OGM	<b>OK</b> , <b>▲</b> / <b>▼</b> , <b>OK</b>
Set weekday	DAY SETTING SUNDAY – SATURDAY	<b>OK</b> , <b>▲</b> / <b>▼</b> , <b>OK</b>

Answering delay	ANS DELAY TS, 2-9	OK, ▲/▼, OK
Change the PIN code (default setting: 000)	REMOTE CODE	OK,  , OK

## Taking a call being recorded

If the answering machine has taken an incoming call, press the  button to take the call personally.

## Outgoing message menu

To open the **OGM Setting** menu, proceed as follows:

MENU, ▲/▼, TAM SETTINGS, OK, ▲/▼,  
OGM SETTING, OK, ▲/▼

Outgoing messages (OGM) can be recorded or deleted. After OGM 1 has been played, the caller can leave a message.

OGM 2 is purely an answer only announcement after which no message can be left.

Function	Display text	Button sequence
Select and play OGM	PLAY OGM ANS AND REC ANS ONLY	OK, ▲/▼, OK
Record OGM	RECORD OGM ANS AND REC ANS ONLY	OK, ▲/▼, OK, follow the audio operating instructions.
Delete OGM	DELETE OGM ANS AND REC ANS ONLY	OK, ▲/▼, OK



## Answer delay

You can select from 2 to 9 ringing tones or the **TS** (Time Saver) setting for pre-remote access free of charge.

Pre-remote access means: If new messages have been recorded on your answering machine, your call is taken after 2 rings. If no messages have been recorded, the call is taken after 6 rings. Place the receiver on-hook before the 6th ring. This means that no charges ensue.

To open the **Answer Delay** menu, proceed as follows:

**MENU**, **▲**/**▼**, **TAM SETTINGS**, **OK**, **▲**/**▼**,

**ANS DELAY**, **OK**. Press **▲**/**▼** to select the required number of rings. Confirm by pressing **OK**.

## Remote access

Call your own phone number. Press the **\*☎** button while the outgoing message is being played. Enter your security code (default setting: 000). Other functions can now be started. If the answering machine is not switched on, it takes the call after the 20th ring.

Function	Button
Play all the messages	<b>2</b>
Play the new messages	<b>3</b>
Play the previous message	<b>4</b>
Delete messages	<b>5</b>
Play the next message	<b>6</b>
Answering machine on/off	<b>7</b>
OGM menu	<b>8</b>
Change the security code (default setting 000)	<b>9</b>
Play the main menu	<b>1</b>

## Operating using the base station



The answering machine provides voice prompts. Please pay attention to the instructions and information.

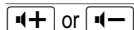
## Switching the answering machine on/off



Switch the answering machine on/off

## Setting the volume

You can set the volume of the loudspeaker.



Set the volume required

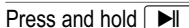
## Playing/Deleting recorded messages

### Playing back messages

The recorded messages are played back in the sequence they were recorded. The day and time of recording are announced before the respective message is played.



Play new messages



Play all messages



Stop playback



Repeat playback of the message



Play the previous message



Play the next message

### Deleting one message



Play the message to be deleted



Message is deleted while being played

### Deleting all messages

All the messages which have been played can be deleted after confirming the prompt from the operator guidance.




Delete all the messages

## Selecting the answering mode


The answering machine is provided with two pre-recorded outgoing messages. After OGM 1, answering with recording, has been played the caller can leave a message. OGM 2, answering without recording, is purely an answer only announcement after which no message can be left. Both the outgoing messages can be replaced by ones of your own.

When the answering machine's memory capacity is full, OGM 2 (answering without recording) is automatically played.

## Answering delay

Press and hold 

The selection options are announced:  
Toll saver, 2-9

Release 

Release the button when the required setting is played. The selected setting is played.

## Recording memos


Memos can only be recorded via the handset.

## Playing the weekday and time




The weekday and time currently set are played.

## Activating the message alert indicator

Press and hold 

Message alert indicator on

Press and hold 

Message alert indicator off

## Playing the security code



The security code currently set is played.

# 10 Troubleshooting

Should problems arise with the telephone, please refer to the following information first. In the case of technical problems, you can contact our hotline service, Tel. 0900 00 1675 within Switzerland (Swisscom fees, via landline, at time of going to print: CHF 2.60/min). In the case of claims under the terms of guarantee, please contact your sales outlet. There is a 2 year period of guarantee.

- No dialling tone can be heard after actuating the Off-hook button, the line is not engaged.
  - Check the telephone connection at the base station and the telephone line wall socket.
  - Check the power plug connection at the base station and the 230 V power socket.
  - The line is engaged by another handset. Wait until the connection is terminated.
- Display message *SEARCHING*.

- Check the power plug connection at the base station and the 230 V power socket.
- Reduce the range between handset and base station.
- Register handset.
- Base station does not ring.
  - Ringing tone is switched off -> Switch it on.
- No indicators in the display.
  - Handset is switched off -> Switch it on.
  - Battery is empty -> Recharge it.

# 11 Technical Properties

## Technical data

Feature	Value
Standard	<b>DECT<sup>1</sup>-GAP<sup>2</sup></b>
Power supply, base station:	Input: 100-240 VAC, 50/60 Hz, 0,2 A max. Output: 7.5 V DC / 300 mA
Power supply, charging station:	Input: 100-240 VAC, 50/60 Hz, 0,2 A max. Output: 7.5 V DC / 200 mA
Range	Outdoors: Approx. 300 m Indoors: Approx. 50 m
Standby	Up to 250 h
Max. talk time	Up to 12 h
Rechargeable batteries	2 x 1,2 V, size: AAA
Dialling mode	Tone dialling mode Pulse dialling mode
Permissible ambient temperature	10 °C to 30 °C
Permissible relative humidity	20 % to 75 %
Flash (Recall) function	90 ms, 250 ms

## Declaration of Conformity

This device fulfils the requirements stipulated in the EU directive:

1999/5/EU directive on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity. Conformity is confirmed by the CE symbol on the device.



To view the complete Declaration of Conformity, please refer to the free download available on our web site, [www.audioline.de](http://www.audioline.de).

<sup>1</sup>**DECT**: Digital Enhanced Cordless Telecommunication = Standard for cordless telephones.

<sup>2</sup>**GAP**: Generic Access Profile = Standard for the interoperation of handsets and base stations from other manufacturers.

## 12 Maintenance / Guarantee

### Maintenance

- Clean the housing surfaces with a soft, fluff-free cloth.
- Never use cleaning agents or solvents.

### Guarantee

SWITEL equipment is produced and tested according to the latest production methods. The implementation of carefully chosen materials and highly developed technologies ensure trouble-free functioning and a long service life. The terms of guarantee do not apply where the cause of equipment malfunction is the fault of the telephone network operator or any interposed private branch extension system. The terms of guarantee do not apply to the batteries or power packs used in the products. The period of guarantee is 24 months from the date of purchase.

All deficiencies related to material or manufacturing errors within the period of guarantee will be redressed free of charge. Rights to claims under the terms of guarantee are annulled following tampering by the purchaser or third parties. Damage caused as the result of improper handling or operation, incorrect positioning or storage, improper connection or installation or Acts of God and other external influences are excluded from the terms of guarantee. In the case of complaints, we reserve the right to repair defect parts, replace them or replace the entire device. Replaced parts or devices become our property. Rights to compensation in the case of damage are excluded where there is no evidence of intent or gross negligence by the manufacturer.

If your device shows signs of defect during the period of guarantee, please return it to the sales outlet in which you purchased the SWITEL device together with the purchase receipt. All claims under the terms of guarantee in accordance with this agreement can only be asserted at the sales outlet. No claims under the terms of guarantee can be asserted after a period of two years from the date of purchase and hand-over of the product.



# **SWITEL**



## **Declaration of Conformity**

Diese Anlage entspricht der europäischen R&TTE Richtlinie.  
Für die komplette Konformitätserklärung nutzen Sie bitte den kostenlosen Download von unserer Website [www.switel.com](http://www.switel.com).

Cet équipement est conforme à la directive européenne R&TTE.  
Pour obtenir la déclaration de conformité intégrale, veuillez vous servir du téléchargement gratuit de notre site Internet [www.switel.com](http://www.switel.com).

Quest'apparecchiatura è conforme alla direttiva europea R&TTE.  
Per la dichiarazione di conformità completa si prega di voler usufruire del servizio gratuito di download dal nostro sito Internet [www.switel.com](http://www.switel.com).

This equipment complies with the European R&TTE directive.  
To view the complete Declaration of Conformity, please refer to the free download available at our web site: [www.switel.com](http://www.switel.com).

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## **Service Hotline**

Bei technischen Problemen können Sie sich an unsere Service-Hotline unter Tel. 0900 00 1675 innerhalb der Schweiz (Kosten Swisscom bei Drucklegung: CHF 2.60/min) wenden.

S'il s'agit de problèmes techniques, vous pouvez vous adresser à notre hotline de service en Suisse en appelant le numéro 0900 00 1675 (frais Swisscom à la date d'impression de ce manuel : CHF 2.60/min).

In caso di problemi tecnici è possibile rivolgersi alla nostra hotline di assistenza tecnica chiamando al numero 0900 00 1675 valido per la Svizzera (spese da rete Swisscom alla data di stampa: CHF 2.60 / min).

In the event of technical problems, you can contact our hotline service, Tel. 0900 00 1675 within Switzerland (cost via Swisscom at time of going to print: CHF 2.60/min).