

# Telstra SP817BB – BIG BUTTON MULTI TELEPHONE

## User Guide

To fully benefit from the features of this Australian designed telephone, please read the User Guide and keep it handy for future reference.



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# TELSTRA SP817BB OVERVIEW



**1. Handset connector**  
(not shown)

**2. Recall Button**  
Access Telstra network features.

**3. Store Button**  
Store numbers in one-touch and two-touch memories.

**4. Memory Button**  
Store and dial two touch memories.

**5. Redial/Pause Button**  
Redial the last number called. Also used to insert a pause when storing numbers.

**6. Speaker Button**  
Make calls in Handsfree Mode.

**7. Handsfree Microphone**

**8. Speaker Light**  
Visual indicator when telephone is in Handsfree or Muted Mode.

**9. Mute Button**  
Mutes the handset and handsfree microphone.

**10. Volume Up/Down Buttons**  
Adjust handset or speaker volume.

**11. One-Touch Memory Buttons (M1, M2, M3)**  
Used to call frequently used numbers.

**12. Ring Flasher**  
Light flashes when ringing.

## TELSTRA SP817BB OVERVIEW. (Cont.)

### 13. Ringer Volume Switch

Select low, medium or high ringer volume.

### 14. Ringer Pitch / Ringer Off Switch

Select low or high ringer pitch or switch ringer off.

### 15. Desk/Wall Mounting Bracket

### 16. Voice/Norm Switch

Select Voice Aid or Volume Control Mode.

### 17. Auxiliary Input

A 3.5mm socket for connection of disability activators e.g. Jellybean, Puffer or Lever switch.

### 18. AC/DC Connector

For power pack when using auxiliary input.

### 19. Telephone Line connector input



## ITEMS SUPPLIED WITH YOUR TELEPHONE

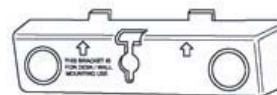
The following items should have been supplied in the box:



Telephone Base



Handset



Desk/Wall Mount Bracket



Handset Cord



Line Cord



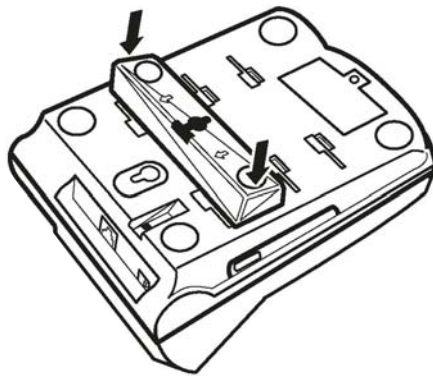
Adaptor plug

# INSTALLATION OF YOUR TELEPHONE

## **Desk Stand**

A reversible Desk/Wall Mounting Bracket is supplied with the telephone. This can be used as a desk stand to raise the angle of the telephone.

For desktop installation attach the Desk/Wall Mounting Bracket as per the diagram below. Arrow symbols are embossed on the base of the telephone and the Desk/Wall Mounting Bracket to show the correct installation.

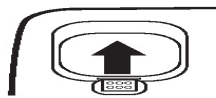


## **Wall Mounting**

The telephone can be wall mounted on a standard telephone wall plate. To wall mount your telephone:

**Step 1** Remove and reverse the handset hook as follows:

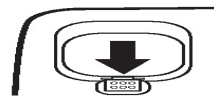
1. Slide out



2. Reverse

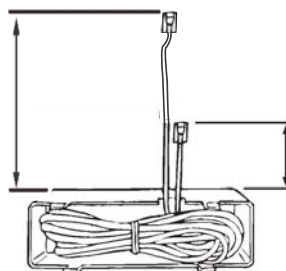


3. Replace



**Step 2** Coil the Line Cord and fit inside the Desk/Wall Mounting Bracket as follows:

approx 17cm  
(plugs into phone)

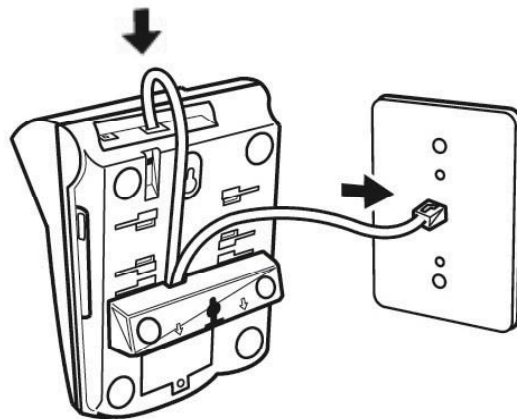


approx 8cm (plugs into  
wall socket)

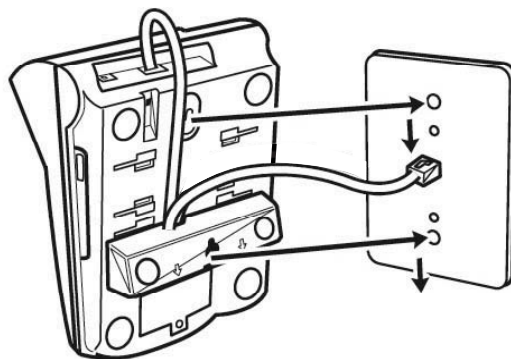
**Step 3** Attach the Desk/Wall Mounting Bracket to the base of the telephone as follows:



**Step 4** Plug the long end of the Line Cord into the telephone and the short end into the wall socket as follows:



**Step 5** Place the telephone on the wall plate ensuring that both posts are inserted into the slots on the back of the telephone and the wall mounting bracket. Push down to lock the telephone into place on the wall plate as follows:



## GETTING STARTED

When you unpack the telephone you will need to ensure the Line Cord is plugged into the socket at the rear of the telephone and the handset is plugged into the socket on the side of the telephone.

Plug the Line Cord into your telephone line socket, lift the handset and check for dial tone, then replace the handset. This ensures the telephone is powered up and will operate correctly. Repeat this step whenever the telephone has been disconnected from the line or appears to be working incorrectly.

## TELEPHONE OPERATION

### *Handsfree Operation*

The telephone can be operated in Handsfree (Speaker) Mode which allows you to listen to the call and speak to the other party without using the handset. When using Handsfree Mode ensure you are facing the telephone and speak in a clear voice. Wait for the other party to finish speaking before you speak. If you try to speak at the same time, they may not hear you as the telephone will not send and receive simultaneously while in Handsfree Mode. Ensure there is no background noise when using Handsfree Mode (eg. radio, TV, machinery, etc.) as this may interfere with the call.

Telephone operations such as making calls and storing numbers can be performed in Handsfree Mode by pressing **SPKR** instead of lifting the handset. Programming functions cannot be performed using **SPKR**.

While on a handset call you can change to Handsfree Mode by pressing **SPKR**. The handset can be replaced in the cradle or left off-the-hook. While in Handsfree Mode you can change to Handset Mode by lifting the handset or pressing **SPKR** if the handset has not been placed back in the handset cradle.

The speaker volume can be adjusted by pressing **VOL ▲** or **VOL ▼** until you obtain the desired receive level.

Note: The selected Handsfree volume setting will be retained until it is changed and is independent of the handset volume setting.

### ***Making a Call***

Lift the handset or press **SPKR** and dial the desired number.  
To end the call, replace the handset or press **SPKR**.

### ***Answering an Incoming Call***

While the telephone is ringing, lift the handset or press **SPKR** and talk to the calling party.

### ***Adjusting the Ringer Volume***

The ringer has three levels, low **L**, medium **M** and high **H**.

Set the **Ringer Volume Switch** to the desired position.

### ***Adjusting the Ringer Pitch or Switching the Ringer off***

The ringer pitch can be adjusted for High **H** or low **L** pitch or the ringer can be switched off.

Set the **Ringer Pitch Switch** to the desired position.

### ***Adjusting the Receive Volume Level (Normal Mode)***

When the **Voice/Norm Switch** is in the Normal position, the receive volume level can be adjusted by pressing **VOL ▲** or **VOL ▼** until you obtain the desired receive level.

Note: The selected volume setting will be retained until it is changed or you change from Normal to Voice Mode.

Note: The handset also provides magnetic coupling for use with hearing aids with a T position switch.

### ***Muting the Transmit Signal***

To mute the transmit signal while on a handset, handsfree or headset call, press **MUTE** and the **Speaker Light** will flash slowly to indicate that the caller cannot hear you.

To turn mute off, press **MUTE**.

Note: Mute is automatically switched off when you end the call by replacing the handset or pressing **SPKR**.



### ***Last Number Redial***

Lift the handset or press **SPKR**, wait for the dial tone and then press **REDIAL**.  
Redials the last number dialled.

## **MEMORY PROGRAMMING**

### ***Programming the One-Touch Memory Buttons (M1, M2, M3)***

Lift the handset or press **SPKR**, press **STORE** and dial the phone number, then press the desired memory location **M1** to **M3**, then replace the handset or press **SPKR**.

Note: Hang up after programming each memory button. Use the **REDIAL** button to enter 1.5 sec pause if required.

Note: Maximum of 30 digits (including Pauses and Recall) can be stored in each memory location.

### ***Dialling from One-Touch Memory Buttons***

Lift the handset, wait for the dial tone and press **M1** to **M3**.

### ***Programming the Two-Touch Memory Buttons***

Lift the handset or press **SPKR**, press **STORE** and dial the phone number, then press **MEM** and press the desired memory location **1** to **0**, then replace the handset or press **SPKR**.

Note: Hang up after programming each memory button. Use the **REDIAL** button to enter 1.5 sec pause if required.

Note: Maximum of 30 digits (including Pauses and Recall) can be stored in each memory location.

### ***Dialling from Two-Touch Memory Buttons***

Lift the handset or press **SPKR**, wait for the dial tone, then press **MEM** and press the desired memory location **1** to **0**.

## ***Hot Key Dialling***

This is a convenient feature that allows you to make a call without lifting the handset or pressing **SPKR**. Your telephone offers different levels of hot key dialling:

Level 1 – All hot keys are disabled.

Level 2 – **MEM**, **REDIAL**, **M1**, **M2** and **M3** are hot keys.

Level 3 – **MEM**, **REDIAL**, **M1**, **M2**, **M3** and **0** to **9** are hot keys.

Simply press a hot key and your phone will automatically go into Handsfree Mode and dial the stored number.

Note: You will hear a short pause of about 2 seconds between pressing a hot key and the start of dialling when using Hot Key Dialling.

When you initially connect your telephone, Level 2 Hot Key Dialling is enabled.

To program the desired level of Hot Key Dialling – Lift the handset, press **STORE**, press **VOL ▲**, press **VOL ▼**, press **MUTE** then:

press **1** for Level 1

press **2** for Level 2

press **3** for Level 3

Then replace the handset.

## ***Hot Key Answer***

Allows you to answer an incoming call by pressing any button while the telephone is ringing. The incoming call will be answered in Handsfree or Headset Mode.

Your telephone offers 2 levels of Hot Key Answer: On or Off. When you initially connect your telephone, Hot Key Answer is On i.e. pressing any key while the phone is ringing will answer the call.

To program the desired level of Hot Key Answer – Lift the handset, press **STORE**, press **VOL ▲**, press **VOL ▼**, press **MUTE** then:

press **5** for Hot Key Answer Off

press **4** for Hot Key Answer On

Then replace the handset.

## OTHER OPERATION MODES

### VOICE AID MODE

Your telephone can be switched to Voice Aid Mode. This mode is useful for people with speech impairment/soft voices who find that others have difficulty hearing them. When the telephone is in Voice Aid Mode, the **VOL ▲** and **VOL ▼** buttons adjust the transmit level rather than the receive volume level.

#### ***Adjusting the Transmit Send Level (Voice Mode)***

When the **VOICE/NORM Switch** is in the Voice Mode position the transmit level can be adjusted by pressing the **VOL ▲** or **VOL ▼** buttons until you obtain the desired transmit level.

Note: The selected transmit send level setting will be retained until it is changed or you switch from Voice to Normal Mode.

Note: The handset earpiece volume is set to Normal and cannot be adjusted when the telephone is in Voice Mode.

Note: Voice Aid Mode only operates when using the handset, it does not affect handsfree operation.

### AUXILIARY INPUT

An auxiliary device such as a Jellybean, Puffer or Lever Switch (with a 3.5mm mono plug) can be connected to the Auxiliary Input. Activating the auxiliary device will answer, initiate and release calls in Handsfree or Headset Mode.

A power pack is needed when using an auxiliary switch with this telephone. For more information regarding the connection and use of an Auxiliary Input device and the supply of a power pack, call the Telstra Disability Enquiry Hotline on FREECALL™ on 1800 068 424 (a free call from most fixed phones).

## **AUXILIARY INPUT (cont)**

### ***Making a Call***

Activate the auxiliary device, listen for dial tone, dial the number or press **M1** to **M3**. To end the call, activate the auxiliary device again.

### ***Answering an Incoming Call***

Activate the auxiliary device. The call will be answered in Handsfree or Headset Mode. To end the call, activate the auxiliary device again.

### ***Hot Dialling***

If a number is stored in the memory location **#**, activation of the auxiliary device will automatically dial the stored number.

To store a number in memory location **#** – Lift the handset or press **SPKR**, press **STORE**, dial the number, then press **MEM** and press the **#** button, then replace the handset or press **SPKR**.

## **PABX MODE**

If you are using your Telstra Big Button Telephone behind a PABX or KeySystem, you should program your phone for PABX operation. This will automatically insert a PABX access pause between the first and second digit when you use REDIAL.

To program PABX Mode – Lift the handset, press **STORE**, press

**VOL ▲**, press **VOL ▼**, press **MUTE** then:

press **7** for PABX Mode On

press **8** for PABX Mode Off

Then replace the handset.

## **HEADSET MODE**

You can replace the handset with a headset and your telephone can be programmed for Headset Mode, which allows you to make and receive calls using the headset.

To connect the headset, unplug the handset from your phone and plug the headset into the headset socket. Leave the handset in the handset cradle.

To program your telephone for Headset Mode – Lift the handset, press **STORE**, press **VOL ▲**, press **VOL ▼**, press **MUTE** then:

press **\*** for Headset Mode

press **0** for Normal Mode

Then replace the handset.

### ***Making a Call***

To make a call in Headset Mode press **SPKR**, listen for dial tone, dial the number or press **M1** to **M3**. The call will be presented to the headset. To end the call press **SPKR**.

### ***Answering an Incoming Call***

To answer an incoming call press **SPKR**. To end the call press **SPKR**.

Note: While on a headset call the Speaker Light will have a long flash.

Note: Lifting the handset while in Headset Mode performs the same function as pressing **SPKR**.

## **OTHER IMPORTANT INFORMATION**

### ***RESETTING THE PHONE TO FACTORY DEFAULT***

To reset the telephone programming to factory default – Lift the handset, press **STORE**, press **VOL ▲**, press **VOL ▼**, press **MUTE** then dial **###**.

Note: This will clear all memories and settings.

### ***IMPORTANT SAFETY INSTRUCTIONS***



Do not use the telephone during an electrical storm as it is possible to get a shock. Refer to the Telstra White Pages® directory for further information.

### ***RENTAL TERMS AND CONDITIONS***

Your rental telephone is subject to the terms and conditions set out in Part A – General of the Basic Telephone Service Section of Our Customer Terms, which is available for inspection at most Telstra shops or at:  
[www.telstra.com.au/customerterms/index.htm](http://www.telstra.com.au/customerterms/index.htm).

### ***TELEPHONE FAULTS***

Please refer to the Troubleshooting section before reporting your fault.  
If your telephone is still faulty please call 13 2203 (residential customers).

## **CARE OF YOUR TELEPHONE**

- Avoid hard knocks and do not drop the telephone.
- Keep the telephone away from heaters.
- Clean the telephone with a damp cloth. Do not use detergents or immerse the telephone in water.
- The performance of the telephone may be affected by electro-magnetic interference if placed near radio transmitters, diathermy machines, welding machines etc.

## **TROUBLE SHOOTING**

### **No Dial Tone**

Check that the telephone Line Cord is correctly plugged into the telephone socket at the back of your telephone and the other end is plugged into your wall socket.

Check that the Handset Cord connectors at both ends are pushed in firmly until they click.

Check that no other telephone extension is in use.

### **Telephone Does Not Ring**

Check Ringer Pitch Switch to ensure your ringer is not switched off.

Check that no other telephone extensions are off-the-hook.

Check to ensure that you do not have too many telephone extensions in your home or office.

### **Volume Control Does Not Work**

Check that the **VOICE/NORM Switch** is in the Normal position.

### **Cannot Dial**

Reset your telephone to factory default.

### **Ring Flasher Does Not Work**

Check that no other telephone extensions are off-the-hook.

Check to ensure that you do not have too many telephone extensions in your home or office.

## **SPECIFICATIONS**

Receiver Volume	- Adjustable from -4dB to +25dB.
Ringer Volume	- Maximum 82dBSPL @ 1 metre.
Transmitter Boost (Voice Aid)	- Adjustable from 0dB to +20dB.
Hearing aid compatibility	- Adjustable from -31.6dB to -8.9dB Radial Field strength.
Headset wiring configuration	- As per Telstra T200/T400/T1000 wiring.
Auxiliary Input Wiring	- 3.5mm Mono phono plug, activated by momentary contact of the Tip/Sleeve.
Auxiliary Input	- Dry contact closure.
DC Connector Specification	- 2.5mm DC connector.

