

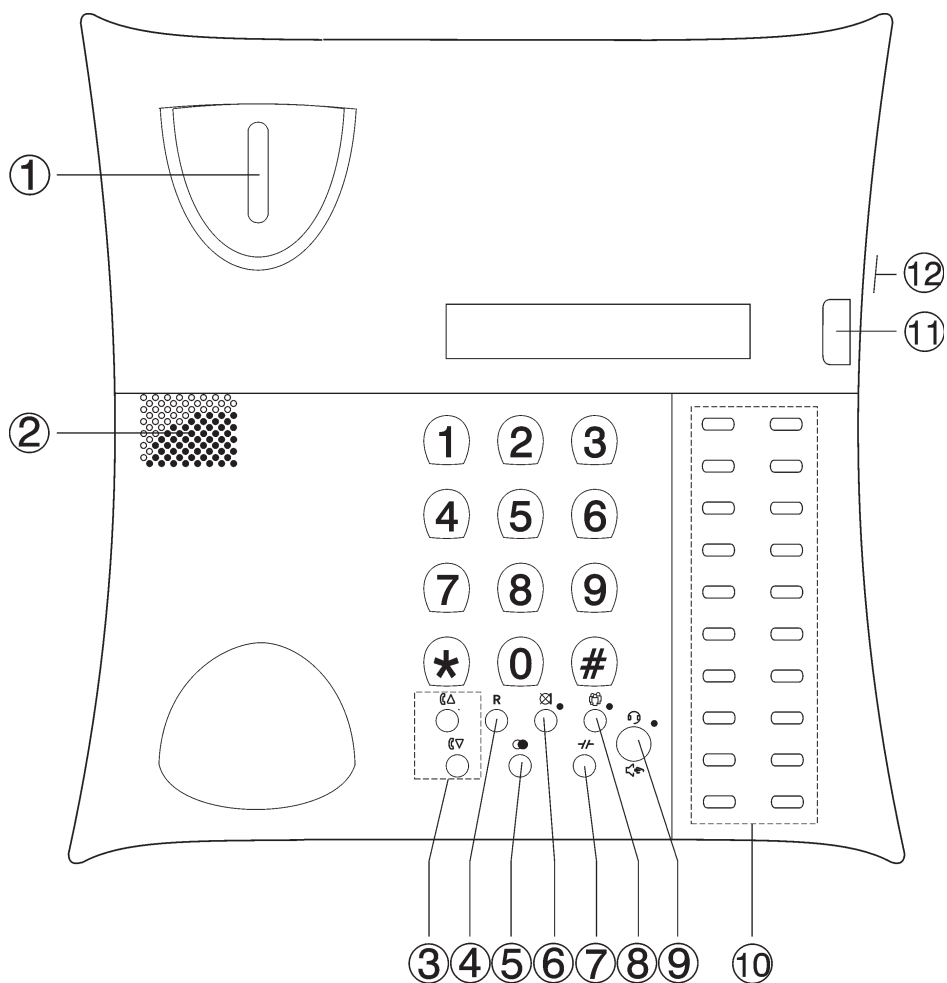
English

# CONGRESS 200

Business Telephone




User guide



- |   |                                |    |   |
|---|--------------------------------|----|---|
| 1 | Hook switch                    | 8  | Group listening button and LED            |
| 2 | Speaker                        | 9  | Speaker/Headset button and LED            |
| 3 | Handset/Headset Volume Control | 10 | One-Touch Memories                        |
| 4 | Recall Button                  | 11 | Ringer/Message Waiting Indicator          |
| 5 | Redial/Pause Button            | 12 | Speaker Volume Control (on the underside) |
| 6 | Store/Mute button and LED      |    |   |
| 7 | Hold button and LED            |    |   |

# Installation

## Batteries



In order for the Caller ID, memory and other functions to operate, the telephone requires three good quality AAA 1,5 V alkaline batteries to be installed. If batteries are either not installed or running low, the  symbol will be visible in the display, you will need to change the batteries as soon as possible.

The battery compartment is located on the underside of the telephone.




1. Ensure the telephone line cord is not connected to the telephone network wall socket.
2. Remove the battery cover by pressing a small screwdriver (up to Ø 2,5mm) or similar into the hole to the right of the cover.
3. Install the batteries ensuring correct battery polarity is observed.
4. Refit the battery cover.

## Connection

Once the batteries have been installed:

1. Connect the curly cord to the handset and to the socket marked  on the underside of the telephone.
2. Connect the telephone line cord to the socket marked  on the underside of the telephone and then to a telephone network wall socket.
3. A click will be heard when the modular plug is correctly in place.
4. Position the cables in the grooves underneath the telephone.
5. Lift the handset and listen for the dial tone. Your telephone is now operational.

## Setting the Time



1. Lift the handset (ignore the dialling tone) and press  and .
2. Press  (to select 12/24 hour display please refer to page 11).
3. Enter time (Hours-Minutes-Seconds) using the telephone keypad (0-9).
4. Replace the handset. The time (clock) will be displayed after 5-10 seconds.

## Hearing Aid Compatible

This telephone is hearing aid compatible. Select the T mode on your hearing aid to enable this feature.

# Installation

## Connection of a headset

A headset can be connected to the socket underneath the telephone marked . Simply press the headset button  to access an incoming call or dial tone, press again to terminate the call.


While a headset is connected the speaker function will NOT operate.

### IMPORTANT!


*The DORO Congress 200 is designed to operate with DORO original headsets. Other manufacturer headsets may be used, although the function and sound quality cannot be guaranteed.*

*Any damage occurring due to incompatible or non Doro headsets being installed, will not be covered under the telephones guarantee.*


## Making a call with the headset

1. Press . Dial tone will be heard in the headset and the LED next to the headset button will illuminate.
2. Dial the telephone number required.
3. Press the headset button again to terminate the call.

## Connection of additional equipment

On the side of the telephone there is a socket marked , this will allow additional telephone equipment i.e. cordless, modems etc to be connected allowing access to the telephone line.

### IMPORTANT!

*When additional equipment is connected to the socket marked , only one device at a time will operate.*

## Labels/protective cover




Information such as a company logo can be placed under the protective cover. This is especially useful where the back of the telephone is facing a customer/visitor on a reception desk.

The back cover is fastened by 2 pieces of plastic and secured by two screws, these have to be removed first.

To memory index cover can be removed by carefully prising the right hand side of the cover using a small flat blade screwdriver.

# Operation



## Redial Button

If the number dialled is engaged or if you wish to redial the last number dialled (up to a maximum of 32 digits), lift the handset (or press the  / ) and press the redial button .


## Timer

Approximately 5 seconds after dialling a timer will be shown on the display. The timer helps you keep track of how long the call lasts.

## Mute Button

The handset/headset microphone can be disabled during a call by pressing . Press  once more to reactivate the microphone.



## On Hook Dialling


1. Press . The speaker will be activated and the LED indicator will illuminate.
2. Dial the required telephone number. Adjust the volume, if needed, using the volume control on the underside of the telephone.
3. Once the call is answered, pick up the handset.

## IMPORTANT!

*This is not a hands free speaker telephone i.e. there is a microphone in the handset only. When a headset is fitted the on hook dialling function will not operate.*


## Hold Button

Press  to place a call on hold. The LED next to the button will illuminate. The call can be resumed by pressing  again or from another telephone connected to the same line.




1. While on a call.
2. Press  to place the telephone call on hold. If the handset is in use it may now be replaced onto the hook switch.
3. To resume the telephone call, lift any handset connected to the same line.

# Operation

## Group Listening

During a call, it is possible to activate the Group Listening function by pressing .



With this function activated a call can be heard on the loudspeaker as well as from the handset, it is therefore possible for someone in the same room to hear both parties and follow the conversation.

1. Dial a telephone number as usual.
2. When the call is connected, press . Group listening is now activated and the conversation can be heard via the speaker. The indicator by the button will be illuminated.
3. Adjust the volume, if needed, using the volume control on the side .
4. To terminate the Group Listening function, press  once again.

### IMPORTANT!



*It is recommended that the Group Listening function is terminated before replacing the handset.*


## Direct connection

The telephone allows you to dial a number using the telephone keypad (0-9), the One-Touch memories or by pressing , without picking up the handset or pressing .

The call is connected to the speaker or headset (if connected) and then the number is dialled. Please refer to page 9 for information on selecting this feature

## Volume Control

The handset/headset earpiece volume may be adjusted in 5 stepped increments during a call. Press  to increase the volume, or  to decrease the volume.

To adjust the speaker volume (hands free dialling and group listening), use  on the side of the phone.

## Recall

Press the recall button **R** followed by the extension number to transfer calls when connected to a PBX.

Access to additional network services can be gained by using the recall button keys. Please refer to page 9 for information on this feature or contact your network operator for more information.




# Settings

## Memory

This telephone has 20 One-Touch memories numbered M1-M20.



Once a number has been stored in a memory location, you need only to press one button to make the call.

### Storing One-touch Memories




1. Lift the handset and press  (ignore anything you hear in the earpiece).
2. Select a location M1-M20 by pressing the corresponding button.
3. Enter the telephone number to be stored (up to 22 digits) using the number keys (0-9). Press  if you want a pause in the telephone number.
4. Press  again and replace the handset. The number is now stored.

*In case of a number change, store the new number in the location of the old one following the above procedure*

### Dialling using One-Touch Memories

1. Lift the handset (or press  / ) and wait for a dialling tone.
2. Dial the desired number by pressing the corresponding memory location, M1-M20.

## Ringer

1. Lift the handset (ignore anything you hear in the earpiece) and press  and .
2. Select the desired melody and ringer volume by pressing the number keys 0-9 as shown below.
3. Press  and replace the handset. The ring signal is now set.

Key/setting	Melody type	Ringer level
1.....	Melody A.....	Low
2.....	Melody A.....	Normal
3.....	Melody A.....	High
4.....	Melody B.....	Low
5.....	Melody B.....	Normal
6 (factory setting).....	Melody B.....	High
7.....	Melody C.....	Low
8.....	Melody C.....	Normal
9.....	Melody C.....	High
0.....	Off * .....	-

*\* If 0 is selected, the ringer will be turned off until the next time the handset is lifted. The ringer will then revert to the previous setting.*



# Settings

## Technical information

On the underside of the telephone you will find several switches located within the battery compartment.

These switches determine certain technical parameters when connecting the telephone to e. g. a PBX.

Remove the cover by pressing a small screwdriver (up to Ø 2,5mm) or similar into the hole to the right of the cover.

### **IMPORTANT!**

*These switches should only be adjusted by qualified personnel.*

### 1. System Settings

Allow system settings to be changed (ON) or not. See next page for more information about the system settings.

### 2. Direct connection

Allow direct connection to be activated (ON) or not.

### 3. Recall (R) Button Technology (United Kingdom only)

Select Recall (R) type, either Time break recall (Ⓢ) or Earth recall (⚡) with the switch Ⓢ/⚡.

### **IMPORTANT!**

*If you are unsure of the PBX/network requirements initially select the time break Ⓢ position.*

### 4. Tone/Pulse Dialling

Select dialling type, either Tone (🎵) or Pulse (...) using the 🎵/... switch.

### **IMPORTANT!**

*If you are unsure of the PBX/network requirements initially select the time break Ⓢ position.*

### Message waiting

You can select between three types of Message Waiting systems: Neon(80-100V)/LED+ (12VLR)/LED- (48VLR).

## Message Waiting Indicator

Many PBX systems use a function called Message Waiting. The telephone can show if a call was received in your absence by flashing the Message Waiting Indicator in standby mode. This function operates differently depending on the PBX in question. Please contact the system controller for more information.

## System Settings

You can select several parameters when connecting the telephone to a PBX.

### Recall (R) Time Duration (TBR only)

This allows you to select TBR recall access timing. The time selected will depend on the PBX, network and country of installation. For example, UK and Australia use 100, New Zealand uses 600.

If you are unsure as to the correct setting for your installation initially select 1 = 100ms

1. The system setting switch must be in the position ON, see page 9.
2. Lift the handset (ignore any network announcements) and press **☒** and **✱**.
3. Press **0**.
4. Select the required setting (**1**=100, **2**=300, **3**=600 ms).
5. Press **☒** and replace the handset.

### Pause Time Duration

This allows you to select the Pause timing. The time selected will depend on the PBX and network through which your memory number is being dialled. If you are unsure as to the correct setting for your installation initially, select 1 = 2.0.

1. The system setting switch must be in the position ON, see page 9.
2. Lift the handset (ignore any network announcements) and press **☒** and **✱**.
3. Press **2**.
4. Select preferred setting (**1**=2.0 and **2**=3.6 s).
5. Press **☒** and replace the handset.

## Other

### Direct Dialling Waiting Time

When direct dialling the period of time the telephone waits before dialling can be adjusted between 2.0-3.1 seconds.

1. The system setting switch must be in the position ON, see page 9.
2. Lift the handset (ignore any network announcements) and press **☒** and **✱**.
3. Press **3**.
4. Select preferred waiting time (**1**=2.0 and **2**=3.1 s).
5. Press **☒** and replace the handset.

### Display Clock (12 or 24 hour format)

1. The system setting switch must be in the position ON, see page 9.
2. Lift the handset (ignore any network announcements) and press **☒** and **✱**.
3. Press **4**.
4. Select preferred hour display (**1**=12 hrs and **2**=24 hrs).
5. Press **☒** and replace the handset.

## Troubleshooting

Check that the telephone cord is undamaged and properly plugged in. Disconnect any additional equipment that may be connected. If the problem is resolved, the fault is with the other equipment. Test the equipment on a known working line. If the product works then the fault is with the line.

## UK

If you cannot resolve the fault using the faultfinder section, technical support is available on the **Premium Rate Number: 0906 302 0114**.

Calls cost **50 pence per minute** (prices correct at the time of going to press), and is operational between 9AM - 5PM Monday-Friday excluding Bank Holidays. Alternatively,

E-mail on: [tech@doro-uk.com](mailto:tech@doro-uk.com)

**You can contact us in writing:** Consumer Support Group, Doro UK Ltd., 22 Walkers Road, North Moons Moat, Redditch, Worcestershire, B98 9HE, (regarding any Spares or Technical query), or

Telephoning (Spares only): 01527 584377

Web site: [www.doro-uk.com](http://www.doro-uk.com)

## Guarantee

This product is guaranteed for a period of 24 months from the date of purchase. Proof of purchase is required for any service or support required during the guarantee period.

This guarantee shall not apply to a fault caused by an accident or any similar incident or damage, liquid ingress, negligence, abnormal usage or any other circumstances on the purchaser's part. Furthermore, this guarantee shall not apply to a fault caused by a thunderstorm or any other voltage fluctuations.

This guarantee does not in any way affect your statutory rights. (As a matter of precaution, we recommend disconnecting the telephone during a thunderstorm.)

# Other

## Australia and New Zealand

If you believe this product is malfunctioning, please refer to the relevant section and/or consult the troubleshooting guide in this manual to ensure that you have followed the instructions carefully. As an alternative you can visit our web site for FAQ's or send an e-mail for a prompt reply.

## Guarantee

This product is guaranteed for a period of 24 months from the date of purchase. Should you experience difficulties with the product, please contact us for assistance. If the product is then found to be faulty you will be asked to return it directly to us with a copy of the purchase receipt.

This guarantee shall not apply to a fault caused by an accident or a similar incident or damage, liquid ingress negligence, abnormal usage or any other circumstances on the purchaser's part. Furthermore, this guarantee shall not apply to a fault caused by a thunderstorm or lightning, excessive or any other voltage fluctuations or faults on the telephone line. (As a matter of precaution, we recommend disconnecting the telephone during a thunderstorm).

This guarantee does not affect your statutory rights.

### AUSTRALIA

DORO Australia Pty Ltd  
PO Box 6760  
Baulkham Hills BC NSW 2153  
Australia

### NEW ZEALAND

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Panmure  
Auckland  
New Zealand

### Consumer Support

Ph: (02) 8853 8444  
Fax: (02) 8853-8489  
Email: [support@doro.com.au](mailto:support@doro.com.au)  
Web site: [www.doro.com.au](http://www.doro.com.au)

### Consumer Support

Ph: 0900 50-025 (Toll Call)  
Fax: (09) 574-2722  
Email: [support@atlasgentech.co.nz](mailto:support@atlasgentech.co.nz)

## **REN (RN for New Zealand)**

The REN (Ringer Equivalence Number) or (RN) is of significance only if you wish to connect more than 1 telephone to your telephone line. A standard telephone line has a maximum REN capacity of 3 (RN of 5). It is possible to connect 3 devices with a REN of 1 (RN of 1) with no degradation to the product's performance. Exceeding this limit may cause the volume of the ringer in any phone to decrease or not ring at all.

## **Notes for operation in New Zealand**

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set to make automatic calls to the Telecom "111" Emergency Service. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

## DECLARATION OF CONFORMITY

WE DORO AB  
Of SKIFFERVÄGEN 80  
SE-224 78 LUND  
SWEDEN

AS THE EU/EES/EC/EEA AUTHORISED REPRESENTATIVE DECLARE UNDER  
OUR SOLE RESPONSIBILITY THAT THE PRODUCT

MODEL: CONGRESS 200  
DESCRIPTION: ANALOGUE TELEPHONE

IS IN CONFORMITY WITH DIRECTIVE: 1999/5/EC

Authorised by:

Signed

Name (printed): PETER CULLIN  
Position in company: R&D MANAGER  
Date of issue: 2001-08-30

Copies of this document will be held on file for a period of 10 years after the last production.



Supplier: DORO AB, Skiffervägen 80, SE-224 78 LUND, SWEDEN  
Product: CONGRESS 200

This product is intended for connection to analogue PSTN lines within the following countries: United Kingdom, Switzerland, Sweden, Norway, Denmark, Finland and France.

However, due to differences between the individual PSTN's provided in the different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

### ADDITIONAL INFORMATION

The register recall function will only work in the country of purchase.

