# bittel

**User Manual**

**For**

**HWD9888(62)TSD-IP**

**Please read this manual before use.**

*We bring good things to Hotel/Hospitality*

**Product overview**

HWD9888(62)TSD-IP is 1 line SIP cordless phone, which is specially designed for top grade hotels' telecommunication. It has clear sound, stable quality, powerful function and elegant design, etc. It's also a kind of SIP phone which transmits voice over network based on IP protocol.

**Main Features**

1. The Base and Handset can make/answer any calls freely. One Base can work   with 1- 4 Handsets.
2. Supports SIP V2/SDP/RTP/RTCP/STUN/SNTP/ DNS/SNMPv2 protocols.
3. Supports IEEE802.1 Q standard, IEEE802.3af protocols.
4. Supports G.711/G.722(HD Voice)/G.723/G.729AB /G.726/iLBC
5. Support 1.8/1.9Ghz, DECT6.0 and adopts HF numerical coding technical between Base and Handsets.
6. Mute, hold, flash, redial and Speaker feature
7. Message waiting light compatible with main PBX, MWL indicator and withdraw feature
8. Owns ten (10 ) service keys
9. Both Base volume and Handset volume are in five-level control
10. Supports DHCP and static IP address protocol for getting IP address.
11. Support upgrade through HTTP/TFTP protocol.
12. Adopts dynamic speech detection; Comfortable noise generation; Speech buffering technologies.
13. Integrated PoE power supply and external POE adapter power supply.
14. For HWD9888(62)TSD-IP,One of the handset is corded

**Installation**

1. Please put the attached chargeable batteries into the handset, pay more attention to the polarity of socket and signal ribbon cable, also need to notice the direction of the jack and the socket during install the batteries. Strictly prohibit to use the wrong polarity

batteries.

2. For HWD9888(62)TSD-IP, please connect the phone handset cord

3. Power by POE: Connect the output end to the WAN port of the phone and connect the input end to the Internet cable from hotel edge switch POE port.

4. Power by adaptor (The default is POE)

Please connect the 9V power adapter to the DC power input, which is in the rear of the phone;
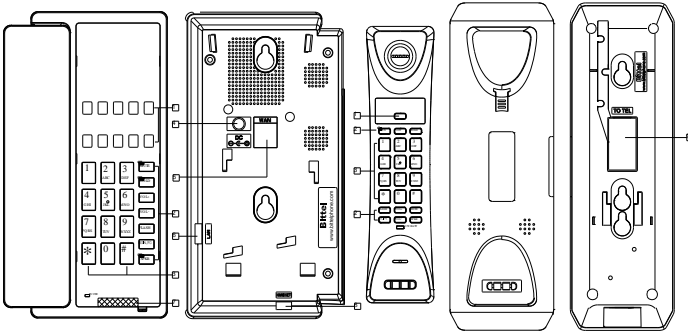
connect the Internet cable to WAN port of the phone, and connect the Internet cable to the LAN port of Data port/access point.

5. Please install the phone in dry and clean environment and avoid effected with damp.

6. The telephone should avoid fire, water spray, shock, clean the surface dust by soft cloth; chemical solvent is prohibited to use.

## Location and Control
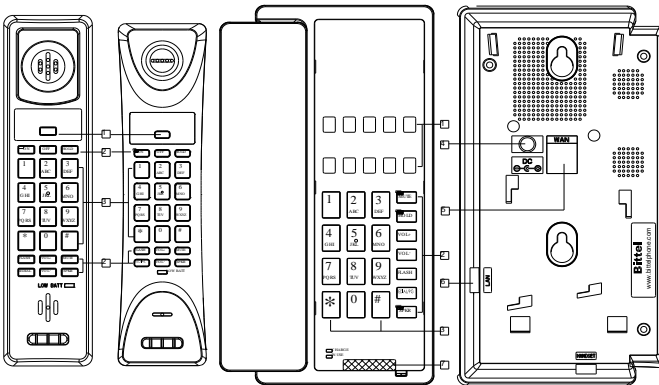
| 1.Service Keys | 2.Function Keys | 3.Number Keys |
|---|---|---|
| 4. DC Jack | 5. WAN Port | 6.LAN Port |
| 7. Message Waiting Light | 8. Handset Jack | 9. TO TEL Port |

**Configure the phone through WEB Interface**

**1. IP address broadcast**

Off-hook status, continually press * button four times will enter the voice menu. Press 1 (network setting) then press 2 (WAN port IP address), the obtained IP address will be broadcast.
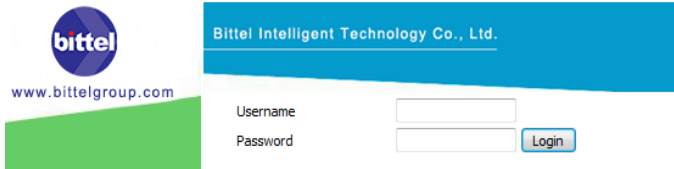
**2. WEB interface**

Input the obtained IP address to launch WEB interface 地址(D) http://xxx.xxx.xxx.xxx . Type in user and password to log in WEB interface.

## 3. Launch WEB interface

Input the obtained IP address to launch WEB interface

地址(D) | http://xxx.xxx.xxx.xxx . Type in user and password to log in
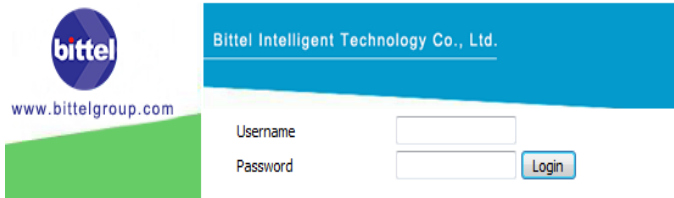
WEB interface.



**Note:**

1) Both the user name and password in initial management mode are 'admin'.

2) The default network mode is DHCP. Once the phone is connected into the network environment with DHCP service, it can get online automatically

## 4. WEB interface function description

### 4.1 Phone status

| Product Information | It shows the basic information of the product. |
|---|---|
| Line Status | It shows the registration state of each line. |
| Network Status | It shows the information of Internet Port WIFI and PC port. |
| Wireless Info | It shows the current WIFI setting and status. |
| System Status | It shows the current time and the running time of the product. |

### 4.2 Network status

Telephone can obtain IP address from DHCP server in default mode. Enter WEB interface to configure all related settings in accordance with real network environment.

| | |
|---|---|
| WAN IP Mode | Select WAN port IP address obtainment modes including static/ DHCP/ PPPoE/ Bridge. |
| MAC Address Clone | Enable MAC address clone or not |
| NAT Enable | Activate NAT function or not. |
| VLAN Mode | Activate VLAN mode or not |
| VLAN ID | Set VLAN ID |
| DNS Mode | If DNS mode is Manual, user needs to set primary DNS and secondary DNS manually. If DNS mode is Auto, IP phone will obtain primary DNS and secondary DNS from DHCP server automatically. |
| Primary DNS | The Primary DNS setting |
| Secondary DNS | The optional DNS setting |
| IP Address | The network port IP address |
| Subnet Mask | The network port subnet mask |
| Default Gateway | The network port default gateway |

**Note:**

1) When telephone IP address is switched from DHCP to static mode, all parameters such as IP address, Subnet Mask, Default Gateway and DNS need to be set manually.

2) Save and apply switched IP address settings and reboot the phone for new IP address obtainment. Make sure the network is normal during daily using.

### 4.3 SIP Account Setting

Phone regular usage ,only need to configure Proxy Server, Display

Name , Phone Number, Account, Password.

| Basic | Set basic information from VoIP service supplier，like phone number, account, password, SIP proxy, and etc. |
|---|---|
| Audio Configuration | Select audio format |
| Supplementary Service Subscription | Auxiliary function |
| Call Waiting | Enable call waiting or not |
| Hot Line | Set hot line |
| MWI Enable | Enable MWI or not |
| Voice Mailbox Numbers | Voice Mailbox server |
| MWI Subscribe Enable | Support MWI subscription |

### 4.4   Administration

Client can set password, languages, restore factory defaults,etc

### 4.5 Upgrade



| Local Upgrade | Click "Browse" to select certain firmware, click Upgrade button for upgrading. After upgrade, phone will return to initial interface. |
|---|---|

Note: After upgrading, please restore factory settings.

### 4.6. WEB Operation

Except regular configuration, please do not modify other corresponding information.

## 5. Voice Menu Instruction

The phone has voice menu function; relevant information can be configured through voice menu. After starting the phone, press 4 times the * key to enter the voice menu. Hanging off can exit the voice menu.

**Main Menu:**

| Network Configuration | After choosing key 1, the phone will enter Submenu 1.1 network configuration setting. |
|---|---|
| Telephone port configuration | After choosing key 2, the phone will enter Submenu 2.1 phone port configuration setting. |
| Factory Reset | After choosing key 3, enter the password; the phone will then return to factory setting. |
| Speed Dial configuration | After choosing key 4, enter speed-dial configuration option; enter speed-dial key, then enter the speed-dial number to complete the configuration. |
| Reboot | After choosing key 5, enter password; the phone will then reboot. |
| WAN Port Login | After choosing key 6, enter password to set up whether WAN port can allow logging. |
| WEB Access Port | After choosing key 7, enter password to set up Web access port. |
| Software Version | After choosing key 8, current software version will be broadcast. |

**Submenu 1.1：**

| Wan port connection type | After choosing key 1, the phone will broadcast current Wan port connection type; after entering password, DHCP or static IP address can be set up. |
|---|---|
| Wan port IP address | After choosing key 2, the phone will broadcast current IP address; after the broadcast is finished, IP address can be set up. |

| Wan port subnet mask | After choosing key 3, the phone will broadcast current subnet mask; after the broadcast is finished, subnet mask can be set up. |
|---|---|
| Gateway | After choosing key 4, the phone will broadcast current gateway; after the broadcast is finished, gateway can be set up. |
| DNS | After choosing key 5, the phone will broadcast current DNS; after the broadcast is finished, DNS can be set up. |

**Submenu 2.1：**

| Telephone number | After choosing key 1, the phone will broadcast current phone number. |
|---|---|
| Server IP address | After choosing key 2, the phone will broadcast current server IP address. |
| Physical port | After choosing key 3, the phone will broadcast current physical port. |
| Call transfer configuration | After choosing key 4, call transfer option can be set up. |
| Volume control mode | After choosing key 5, volume control mode can be selected. |
| Redial timing | After choosing key 6, whether redialing number will be removed after a fixed time can be set up. |
| Ringing voice adjusting mode | After choosing key 7, whether ringing volume adjustment is allowed can be set up. |
| Speed-dial button and voice mail configuration | After choosing key 8, speed-dial button can be configured. |

**Note:**

1) When using voice menu configuration to achieve relevant operation, please reboot the phone.

2) After entering password, IP address or other number, please enter # to confirm.

3) When using keyboard to enter password,

Press number key 2 if A, B, C, a, b, c is to be entered.

Press number key 3 if D, E, F, d, e, f is to be entered.

Press number key 4 if G, H, I, g, h, i is to be entered.

Press number key 5 if J, K, L, j, k, l is to be entered.

Press number key 6 if M, N, O, m, n, o is to be entered.

Press number key 7 if P, Q, R, S, p, q, r, s is to be entered.

Press number key 8 if T, U, V, t, u, v is to be entered.

Press number key 9 if W, X, Y, Z, w, x, y, z is to be entered.

When using the keyboard to enter the password, other characters can be replaced by number key 0.

When entering IP address, use "*" to replace "."; for example, if the IP address is 192.168.10.100，enter 192*168*10*100 instead.

4) Press * key one time to return to the menu; press * key twice to return to the menu if in IP address entering status.

5) Hanging off the phone can exit the voice menu.

## Basic Operation of Phone

**1. To register the Handset**

1)On-hook status, press HOLD+*+HOLD+MUTE of the base ( the indicator of SPKR, MUTE and HOLD will flash),

2) Press HOLD+*+HOLD+MUTE of the cordless handset,

3) After 5-8s, press REDIAL/PG key of the base.

4) The handset will ring, which means successful.

**2. Off-hook**

Press ON or SPKR of the handset or press SPKR button of the base.

**3. On-hook**

1). Put the handset back to the base or press SPKR again

2). Please press OFF key of the handset or put the Handset back to the charging base

3) Press SPKR button again if it's in speaker mode.

**4. Service Button**

1). Off-hook mode, press certain service key to dial the number directly.

2). How to Store:

Keep the base in on-hook mode, press HOLD+ Desired number + Service key / MWL key. There will be indicating tone if succeed.

For the handset, in on-hook mode, press HOLD + *+HOLD+N+M of the base (N=1,2 or 3, which stands for the location of the service button of the handset; M stands for the service button of base) .

For example, if you want to program the 2$^{nd}$ service button of the handset and the desired number is same as the 7$^{th}$ service button of the base, the solution is:

On-hook status, press HOLD + *+HOLD+N+M of the base, then press 2 and press the 7$^{th}$ service button of the base.

3). How to delete:

On-hook mode, press HOLD+HOLD+ service key / MWL key of the base. Please make sure that there is power.

**5. Using the hold key**

Press HOLD key, the indicator will turn on, the current line is held, press HOLD key again or press ON/ SPKR of the handset or press SPKR of the base can release the hold mode.

**6. Mute**

Off-hook mode, press MUTE key once to stop the sending, press it again to remove the mute mode (Base with LED indicator).

**7. Adjust the call volume**

1). Press VOL+ or VOL- of the base to adjust the volume. Total are five levels.

2). Press VOL+ or VOL- of the handset to adjust the volume. Total are five levels.

**8. To redial the last number dialed and Call the handset**

1). Off-hook, press REDIAL key of the base or the handset to dial the last number dialed.

2). Default mode:

　　After on-hook, the last dialed number will disappear automatically within five minutes.

## 9.MWL Message Waiting Light

When there is new message, the MWL will flash, press MWL key can retrieve the message

## 10. Handset call and speaker call and cordless handset call's inter-converting

1). From handset call to Speaker call:

Press SPKR key, then put the handset back

2). From Speaker call to Handset call:

Press SPKR of the handset again.

3). From Handset to Base:

When Handset is calling, press SPKR of the base, then press OFF key of the handset.

4) From Base to Handset::

When Base is speaker mode, press SPKR of the handset and press SPKR of the base, it will enter handset speaker mode. If you press ON key of the handset and press SPKR of the base again, it will enter handset Non-speaker mode.

## Restore Factory

When the phone is powered on, after boots up successfully, press 3 when enter the voice menu, enter the phone password + # Key to restore factory, after all finished please reboot the phone.

## POE power supply instructions

The phone can view the POE power supply level by managing the POE switch. If powering the sound or charging stand, the power level is 0 or 6 and the maximum value is 12.95W; If only powering a

phone, the power level is 2 and the maximum value is 6.49W
The power level of this type is 2.


## Simple failure diagnosis and troubleshooting

| Faults | Solution |
| --- | --- |
| The phone doesn't work | 1. Please check whether the telephone power supply is connected properly<br>2. Check whether the switch port supports POE power supply<br>3. Check whether the Ethernet cable is plugged correctly. |
| The phone can't get IP | 1. Please check whether the way get IP is correct<br>2. Please check the network<br>3. Please check the network VLAN settings |
| Unable to login the WEB interface | Check whether the computer and the phone are on the same network |
| The radio has noise or no signal | Please confirm whether there is a corresponding radio program in this band |
| Speaker has no sound | 1. Please check whether the device is connected to the power supply<br>2. Adjust the sound volume, increase the volume |
| Phone works abnormally | Please power off the phone and turn on the electricity, check whether it is working properly after one minute |

### WARRANTY

This product is warranted for a period of 12 months from the date of purchase against faulty materials or workmanship. If during this period a defect arises, we may repair or replace the product, at Bittel's discretion, provided that:

1) The product has not been used for any purpose other than normal use,

2) Unauthorized product repair or modifications have not been attempted.
3) The product has never been used in a harsh or corrosive environment.
4) No damage in transit

THIS LIMITED WARRANTY GIVES THE BUYER SPECIFIC LEGAL RIGHTS. THE BUYER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.
This warranty is only valid for merchandise purchased directly from Bittel or dealers or distributors Bittel Co. authorized.

# FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to

try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

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