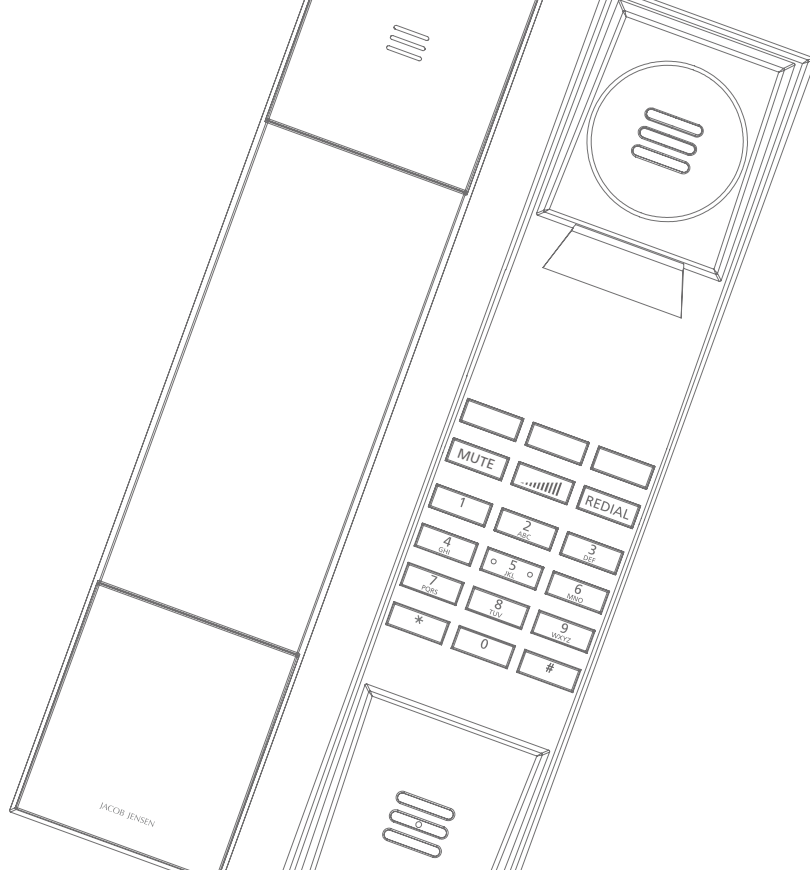




Telephone IP20

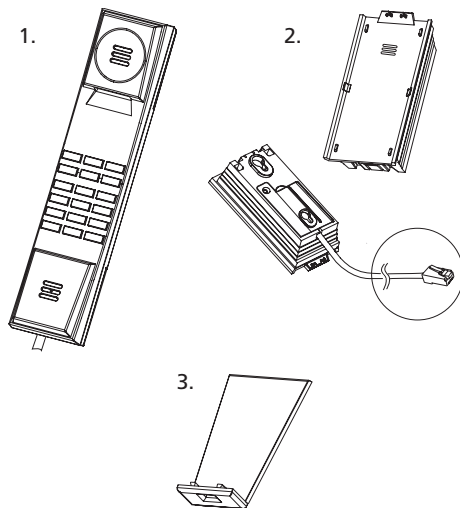
User Manual

JACOB JENSEN™

CONTENTS

The following items are included in the package of JACOB JENSEN™ Telephone IP20:

1. Telephone handset with coiled cord
2. Base station and line cord
3. Table stand



MAIN FEATURE LIST

- 3 customizable service keys.
- Mute and Redial function.
- Supports message waiting lamp key with retrieval function.
- The volume can be adjusted in 5 levels.
- Supports DHCP (dynamic host configuration protocol) and static IP

CONTROLS AND FUNCTIONAL KEYS

Handset

1. 3 service keys
2. 3 functional keys
3. 12 numeric keys
4. Message and ringing indicator

Base

5. Table stand
6. Base station
7. Handset cord jack

Base – rear

8. WAN Jack
9. Ethernet Cable

Features Description of the functional keys

MUTE

- Mute button

Volume icon

- To lower or increase the handset volume

REDIAL

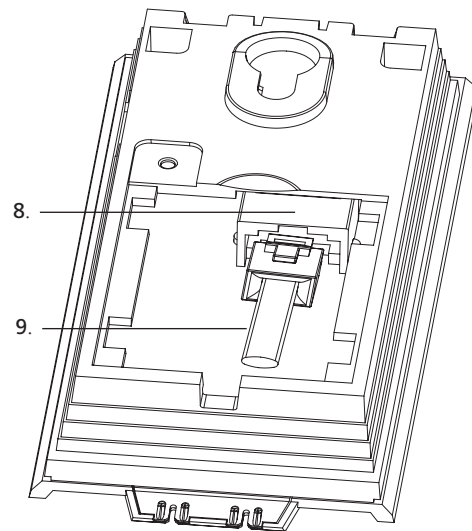
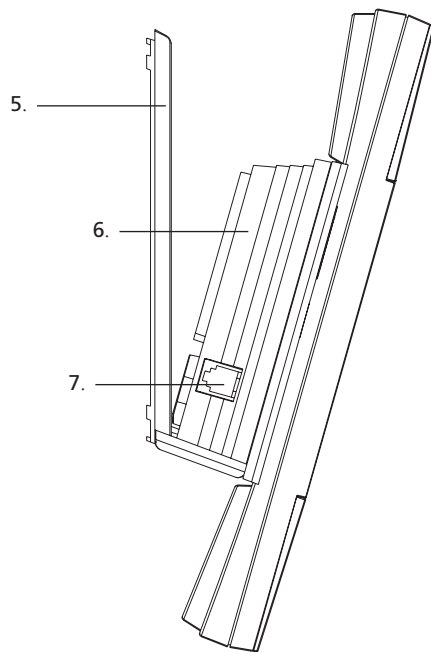
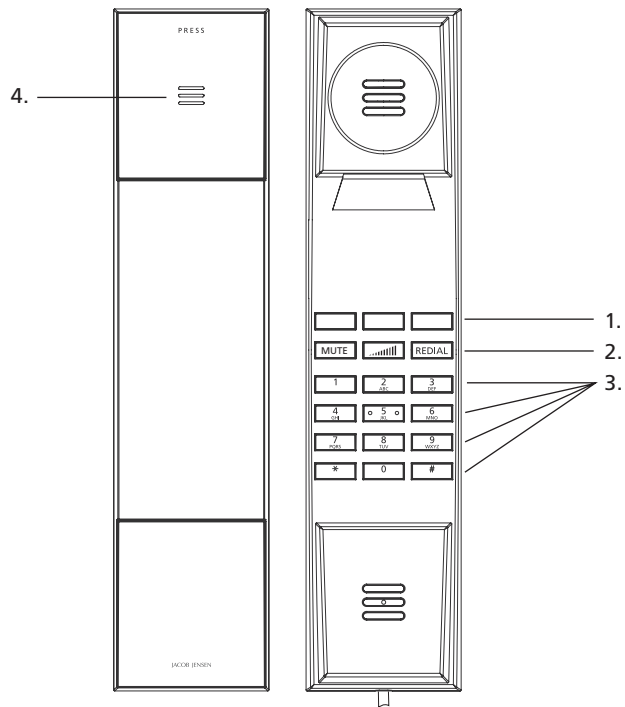
- Redial button

×

- Key for special services

#

- Key for special services



Congratulations on your new JACOB JENSEN™ Telephone IP20.

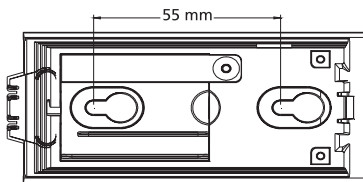
The telephone is designed in Denmark by Jacob Jensen, whose products have gained international recognition for their original, simple and classic design. Jacob Jensen has received about 100 prizes from around the world and has 19 products included in The Design Study Collection and The Design Collection of The Museum of Modern Art in New York.

Telephone IP20 is a FSK/DTMF caller ID telephone. In order to activate this feature, please contact your telecoms service provider. Please read this guide before use and keep it handy for future reference.

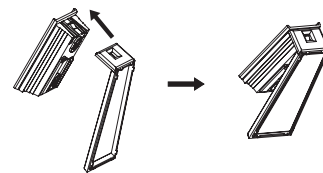
A. INSTALLATION

A.1. Wall mounting

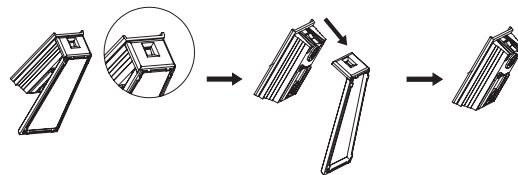
The distance between the two wall mounting holes is 55 mm. The holes are suitable for a 6 mm drill.



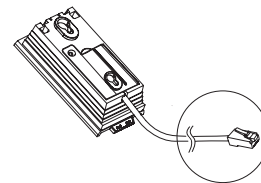
A.2. Base installation – table stand



Disassembly:

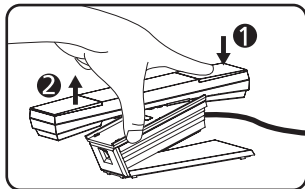


A.3 Installation of net line



Connect one end of the net line to the WAN port (7) on the base and connect the other end to the LAN port in a router with POE power supply.

A.4 Picking up the handset



B. CONFIGURE THE PHONE THROUGH WEB INTERFACE

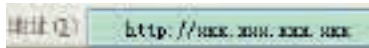
B.1 IP address broadcast

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.

Note: There is no voice broadcast function for Line 2.

B.2 WEB interface

Input the obtained IP address to launch WEB interface



Type in user and password to log in WEB interface.



Note:

- 1) The user and password in initial management mode is 'admin'. For user mode, the user and password is 'user'. Management mode can check all WEB information details, user mode can only check partial information.
- 2) The default network mode is DHCP. Once the phone is connected into the network environment with DHCP service, it can get online automatically

B.3 WEB interface function description

B.3.1 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.

B.3.2 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.

B.3.3 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

Note:

When log in the web interface to configure LINE1 account the suffix of browser is 0.

**B.3.4 Phone Properties**

On the properties interface, client can adjust volume, set call waiting and etc.

Handset Input Gain	Adjust handset MIC input gain
Handset Volume	Adjust handset receiving volume
Speakerphone Input Gain	Adjust Speakerphone MIC input gain
Speaker Volume	Adjust speaker receiving volume
Ringer Volume	Adjust ringer volume
Speakerphone Mic Boost	Enlarge MIC volume 20db
Tone Type	Select tone type, like China, USA, and etc.
Ringing Time(10-300sec)	Set ringing time

All Forward	Forward all incoming call
Busy Forward	Busy forward
No Answer Forward	No answer forward
DND	Do Not Disturb

B.3.5 Administration

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

B.3.6 Upgrade

Local Upgrade	Click “Browse” to select certain firmware, click Upgrade button for upgrading. After upgrade, phone will return to initial interface.
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Note:

After upgrade, phone needs factory default.

B.4 WEB Operation

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

C. 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.
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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.

D. BASIC OPERATION OF SIP PHONE

Making a call

On-hook status, pick up the handset to enter the off-hook mode.

Redial

In Off-hook or Speaker mode, press , the SIP phone will automatically redial the last dialed number which will be disappeared in five minutes.

Note:

The system will empty the calling records after the telephone is rebooted, Redial function is not available.

Answering a call

Pick up the handset to answer a call. Put back the handset to hang up.

Mute

During a call, press  to mute local voice. The mute LED will light up, indicating that the other party cannot hear you.

Volume Adjustment

When the phone is in hands free mode, press  to adjust the conversation volume. The Ringer Volume can be adjusted in the WEB interface.

Message Collect

When there is message not been checked, the message LED will blink to inform the user. In Hands free mode press the dedicated speed-dial key, the phone will automatically dial the pre-configured Message Service Number. Extract the message according to the voice instructions. Speed-dial buttons are configurable via web page.

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.

E. 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.

F. SIMPLE FAILURE DIAGNOSIS AND TROUBLESHOOTING

Faults	Solution
The phone doesn't work	1. Please check whether the telephone power supply is connected properly 2. Check whether the switch port supports POE power supply 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 2. Please check the network 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 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

G. MAINTENANCE

- Do not expose this product to dust, strong sunlight, humidity, high temperature, or mechanical shock.
- Do not use corrosive or abrasive cleansers on this product. Keep the unit dust free by wiping it with a soft, dry cloth.

H. FCC APPROVAL

Complies with Part 68 of the FCC rules. On the bottom of this telephone is a label that contains, among other information, the FCC registration number and the ringer equivalence number (REN) for this telephone. If requested, you must provide this information to the Telephone Company.

I. EC DECLARATION OF CONFORMITY

Hereby Bittel declares that this equipment (Telephone IP20, type JJ IP20) is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.



J. JACKS

Use RJ11C USOC standard modular jacks.

K. 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 from the authorized dealers authorized by Bittel or the licence owner.

L. 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.

M. CONTACT INFORMATION

Shandong Bittel Intelligent Technology Co., Ltd.

Telephone: (86) 633-2212119/2212113

Internet: www.bittelgroup.com

Email: info@bittelgroup.com

Address: No. 177 Honghai 1st road
Rizhao, China, 276800

Service center North America:

Bittel Americas Inc.

683 Quinn Ave

San Jose, CA 95112

Telephone 408-298-8206

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Electric and electronic appliances and enclosed batteries contain materials, components and substances that can be damaging to people's health and to the environment, if the waste is not disposed of correctly.

Electric and electronic appliances and batteries are marked with a crossed-out wheellie bin symbol as illustrated below. It indicates that electric and electronic appliances and batteries are banned from being disposed of as general household waste, and have to be collected separately.

Please ask you dealer about current means of disposal.



- The contents of this manual are subject to change without notice.
- The manufacturer and its suppliers accept no liability whatsoever for any damage, expense, loss of profits or any other damage incurred as a result of using this product.



Generation to generation...