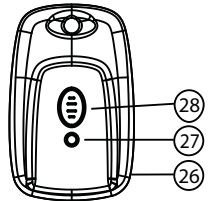
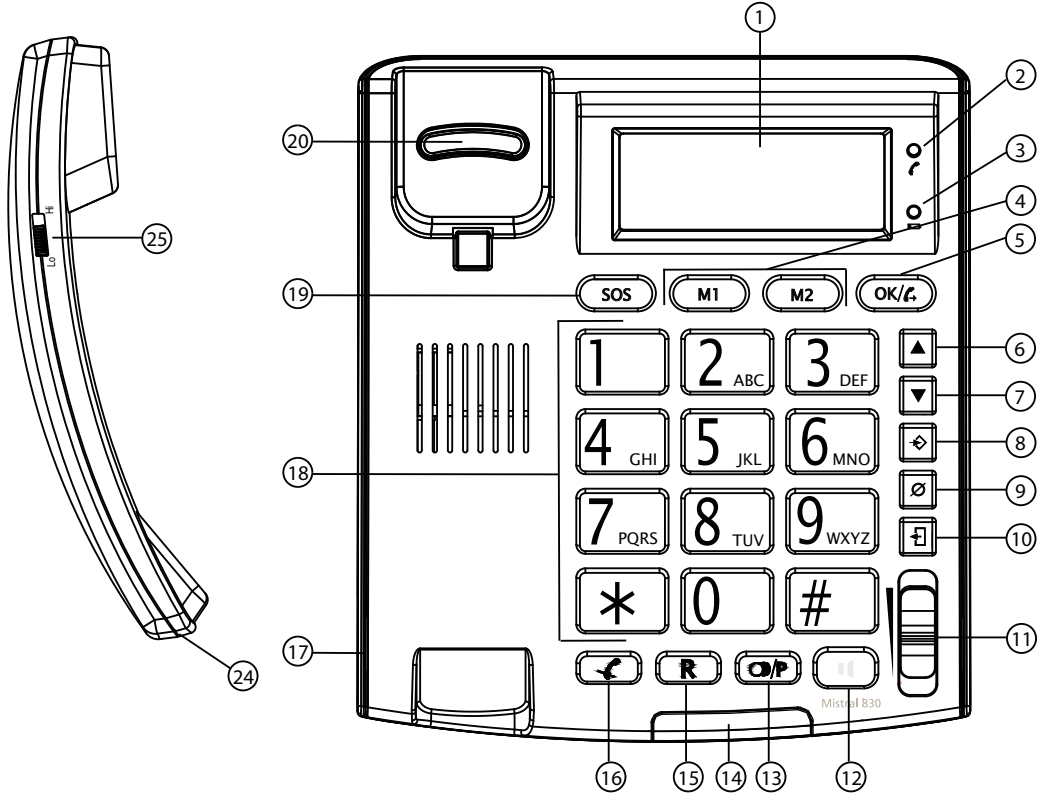
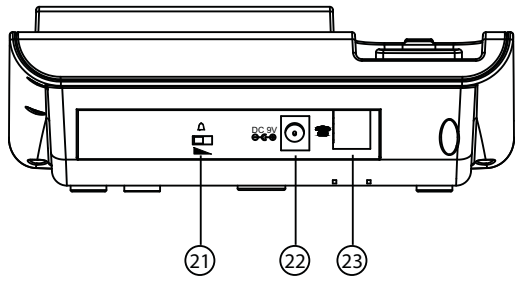




MISTRAL 830

6 





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## 1 General Information

Thank you for buying this feature-rich telephone. This section contains some general information about the product.

### Information about this instruction manual

This instruction manual is part of the Mistral 830 (hereinafter referred to as "the device"). It contains important information about setting up the device, safety aspects and correct use. The instruction manual must always be kept close by the device. It must be read and followed by anyone responsible for operating the device, resolving faults and/or cleaning it. Keep this instruction manual safely and if you sell the device please give it to the next owner.

### Copyright

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#### 1.1 The product: Mistral 830

This product is designed to be connected to an analogue telephone line or PBX. The telephone's features make it ideal for older people or people with sight or touch impairments. Below is a brief summary of the main features:





- Cordless radio module for emergency calls (SOS emergency call function) with transfer loop
- Extra large keys for excellent visibility and legibility
- Suitable for use with hearing aids
- Extra loud ringtone
- High-quality hands-free function
- 11 menu languages: English, French, German, Spanish, Italian, Dutch, Swedish, Finnish, Danish, Polish, Portuguese.
- 6 announcement languages: English, French, German, Spanish, Italian and Dutch.
- Large display (LCD)
- Two direct abbreviated dialling keys
- Phone book for 30 names & numbers
- Call list
- Caller ID (CLIP function)



#### **Important**

To use "Caller ID" (CLIP), this feature must first be enabled for your telephone line. Contact your telephone service provider for information about activating this feature. If this feature is not enabled, the numbers from which incoming calls originate will NOT be shown in the telephone display.

## 1.2 Signal words and symbols

Symbol	Signal word	Meaning
	<b>Warning</b>	Warning of risk of potential serious injury or death if you fail to comply with this information.
	<b>Caution</b>	Warning of risk of potential minor injury if you fail to comply with this information.
none	<b>Caution</b>	Risk of material or environmental damage.
	<b>Important</b>	This provides important information about the function.
	<b>Info, tip</b>	General information or particular tips.

## 1.3 Intended use

This product is intended for making telephone calls via a fixed line within a telephone network. In addition to the telephony functions described, the telephone also has an automatic emergency call function which must only be used for the purpose described in this User Guide. The pre-requisite for proper use of the phone is professional installation taking account of the information in this User Guide.

Any other use, as well as any modifications or conversions by the user that are not described in this User Guide, are deemed improper and are not permitted and the manufacturer will not accept any liability following such modifications or conversions.

## 1.4 Contents of box

Check that the contents of the box are complete and undamaged. Contact your dealer immediately if parts are missing or defective.

Keep the packaging in case you need to return the telephone or send it for repair.

1 Mistral 830 telephone

1 radio module

1 telephone cable

1 mains adapter

1 User Guide



### **Warning**

#### **Risk of suffocation from the packaging film!**

Keep packaging film out of the reach of children and people with disabilities. Dispose of packaging material in an environmentally responsible way!

## 1.5 Safety notes

The following basic safety notes must always be taken into account when using electrical devices.

Carefully read the following safety notes and details on the correct use of the device.

Familiarise yourself with all the functions of the device. Keep this User Guide in a safe place near the device and pass it on to another user if necessary. Do not pass the telephone on to third parties without the User Guide.

**Electrical risks:****Warning****Risk of injury or death due to electrical current!**

In the event of danger, disconnect the device from the 230 V mains immediately.

- Do not use the device if the mains adapter, cable or device are damaged. Take care not to drop the device as it could be damaged.
- If the device has been dropped, have it checked by a specialist before using it again.
- The voltage within the device is at hazardous levels. Never open the casing or insert object through the ventilation slot.
- Prevent liquids penetrating the device. If this should occur, unplug the mains adapter from the power socket and the telephone cable connector from the wall socket.
- Also unplug the mains adapter from the power socket and the telephone cable connector from the wall socket if faults occur during operation and before cleaning the device.
- Do not touch the connector pins with pointed or metal objects.
- Do not modify or repair the device. The device or cables should only be repaired by a specialist in the service centre. Repairs that are not carried out properly can cause significant risks to the user.
- Children frequently underestimate the dangers of handling electrical devices. Therefore never allow children near electrical devices unsupervised.

**Caution****Possible damage to the device**

In the event of danger, disconnect the device from the 230 V mains immediately.

- Do not use the device in humid areas (e.g. bathrooms) or very dusty areas.
- Devices connected to the mains may be damaged by lightning strike during thunderstorms. Therefore always unplug the mains adapter from the power socket during thunderstorms.
- The mains adapter must be completely removed from the socket to disconnect the device fully from the power supply. Always pull the plug and never the cable.
- Protect cables against hot surfaces and other hazards, do not constrict them and check them regularly for damage. Cables to be used should always be fully unwound. Always lay cables such that it is not possible to trip over them.

**Fire risks:****Warning****Risk of injury or death due to fire!**

Do not expose the device to excessive heat and disconnect it from the 230 V mains supply immediately in the event of danger.

- The heat generated inside the device may cause a fault or a fire in the device. Therefore do not expose this device to extreme temperatures:
  - avoid direct sunlight and heat
  - do not cover the ventilation slot on the device

**Risk of explosion:****Caution****Risk of injury due to explosion!**

Exercise particular caution with batteries.

- Never throw batteries into fire.
- Do not operate the device in an environment with a risk of explosions!

**Risk of poisoning:****Caution****Risk of injury due to poisoning!**

Exercise particular caution in respect of children.

Keep batteries out of the reach of children.

**Risk of suffocation:****Caution****Risk of injury due to suffocation!**

Exercise particular caution in respect of children.

- Keep packaging films out of the reach of children.
- Consider possible risks to children (strangulation) if you use extension cables.

**Faults:****Caution****Possible risk of injury due to faults in the device!**

Exercise particular caution with medical electrical devices.

- The function of medical electrical devices may be affected by electromagnetic radiation from your device. Therefore make sure that the device is installed and operated sufficiently far away from medical electrical devices.  
The same applies to implanted medical devices such as pacemakers.
- The telephone or radio module may cause an unpleasant buzz in hearing aids so keep it sufficiently far away from hearing aids.

**Possible damage:****Caution****Possible damage to the device!**

Read the information in this User Guide.

- Only use the supplied mains adapter.
- The socket for connecting the mains adapter must be near the device and easily accessible.
- Only use the supplied batteries. When they need to be replaced, use batteries of the same type. Make sure the batteries are inserted the right way round (information can be found in the battery compartment on the device).



**Important** The full functionality of this device remains available in the event of a power failure providing the batteries are inserted correctly and have sufficient charge. If the batteries do not have sufficient charge, you can make and accept calls but the SOS emergency call function is not available. In this case, use a telephone that is not dependent on the mains power supply for any emergency calls e.g. a mobile phone.

## 2 Commissioning

### 2.1 Commissioning the telephone



**Important** This device complies with the European standards for telephone networks. In the event of problems using this device on your telephone line, contact your line provider in the first instance. You should always install and use the product under the conditions for which it was designed. You must not use it in public or private networks with technical conditions that do not comply with the guidelines.



**Caution**

- Take account of the safety notes about the environment and circumstances of the installation and location! Do not commission the device in an environment with a risk of explosions!
- Unplug the telephone plug from the telephone before opening the battery compartment!

To activate the display, insert the batteries into the battery compartment:

1. Unplug the telephone plug from the telephone.
2. Open the battery compartment.
3. Insert 4 AA alkaline batteries (LR6, AA, 1.5 V).
4. Close the battery compartment.
5. Connect the telephone jack (23) to the telephone socket on the back of the telephone. Use the supplied telephone cable.
6. Plug the mains adapter into a 230 V socket. Plug the connector into the mains adapter socket (22) on the back of the telephone.

## 2.2 Commissioning the radio module

Secure the carry loop to the radio module by pulling the small part of the loop through the securing hole then pulling the large part of the loop over the small part.

Test operation:

1. Press the SOS emergency call button on the radio module.
  - The LED (27) on the radio module should light up and the alarm signal must be audible on the telephone.
2. Press the SOS emergency call button again to stop the alarm signal.

In the event of a malfunction (LED does not light up, no alarm signal), test the battery in the radio module and replace if necessary:

1. Undo the carry loop and pull it out of the securing hole.
2. Undo three casing screws on the back of the radio module and open the casing.
3. Check that the battery is properly seated and replace the battery if necessary, making sure that the polarity is correct (the contact with the spring is the negative terminal).
4. Close the casing, making sure that the central pin on the back of the casing is seated in the opening on the PCB. Tighten the screws.

### 3 Device overview

(See diagram on the fold-out leaf)

1. Display (LCD)
2. LED battery indicator
3. LED indicator - battery low/flat
4. Direct abbreviated dialling keys M1, M2
5. OK/Select button
6. Up button
7. Down button
8. Programming button (menu button)
9. Delete button
10. Phone book/Call list button/Exit menu
11. Hands free volume control
12. Hands free key
13. Redial / Pause key
14. LED 'in use' indicator
15. Flash key (R)
16. Mute key
17. Spiral cable socket (RJ9)
18. Number pad
19. SOS emergency call key
20. Hang up key
21. Dial tone volume control (3 levels)
22. Mains adapter socket
23. Telephone socket (RJ11)
24. Spiral cable socket (RJ9)
25. Receiver volume control (Lo/Hi)
26. Radio module for emergency calls
27. Ready To Send LED on the radio module
28. SOS emergency call button on the radio module.



#### Info

In this User Guide, the item number from the device overview is always shown in brackets after the respective component in the text. Keep the front fold-out leaf open for a quick guide.

## 4 Telephone settings



### Caution

**Possible danger due to faults in the device!**  
Follow the safety notes.

### 4.1 Menu language



The Mistral 830 telephone has 11 menu languages that can be selected: English (ENGLISH), French (FRANCAIS), German (DEUTSCH), Spanish (ESPAÑOL), Italian (ITALIANO), Dutch (NEDERLANDS), Swedish (SVENSKA), Finnish (SUOMI), Danish (DANSK), Polish (POLSKI) and Portuguese (PORTUGUES). Set the language to English as the settings in this User Guide are explained in English.






Proceed as follows to select the menu language:

1. Press  (8) until **"LCD LANGUAGE"** appears in the display.









### Info

As an alternative to pressing the key, after you have pressed it once you can use  and  (6 and 7) to navigate through the menu lists. This applies to all settings.

2. Press **OK**/ (5).
3. Use  and  to navigate through the various languages.
4. Select the desired language and confirm by pressing **OK**/.
5. Press  to leave the menu.







### 4.2 Default emergency call announcement

the Mistral 830 has a default emergency call announcement that was recorded in the factory and is set automatically. You can choose from 6 language versions (English, French, German, Spanish, Italian and Dutch). English is set in the factory. You can also switch off the voice announcement ("VOICE NO").

1. Press  until **"VOICE"** appears in the display.
2. Press **OK**/.
3. Use  and  to navigate through the various languages.
4. Select the desired announcement language or the option "VOICE NO" and confirm by pressing **OK**/.
5. Press  to leave the menu.

### 4.3 Display contrast
















You can adjust the contrast of the display in 5 levels.

1. Press  until **"LCD CONTRAST"** appears in the display.
2. Confirm by pressing **OK**/.
3. Use  and  to select the desired contrast level between 1 (low contrast) and 5 (high contrast).
4. Confirm by pressing **OK**/.
5. Press  to leave the menu.

#### 4.4 Date and time

If you have enabled "Caller ID" (see "1 General Information") with your telephone service provider (transmission of date and time along with the caller's telephone number), the date and time on your phone is set automatically on the first external call you make.

Proceed as follows to set the date and time manually:

1. Press  until **"ENTER TIME/DATE"** appears in the display.
2. Press OK/.
3. Use  and  to set the hour.
4. Confirm by pressing OK/.
5. Use  and  to set the minutes.
6. Confirm by pressing OK/.
7. Use  and  to set the month.
8. Confirm by pressing OK/.
9. Use  and  to set the day.
10. Confirm by pressing OK/.
11. Press  to leave the menu.









#### Important

The date and time on the telephone will be lost in the event of a power failure.







#### 4.5 Local area code

If you have enabled Caller ID (CLIP) with your telephone service provider, you will need to enter the local area code in some countries. When an incoming call with the entered local area code is detected, the local area code part of the number is hidden. The local area code may be up to 5 digits long.

1. Press  until **"LOCAL AREA CODE"** appears in the display.
2. Press OK/.
3. Use  and  to set the first digit of the local area code.
4. Press OK/ to move to the next digit.
5. Repeat this sequence of steps until all the digits have been set. Leave the character showing "-" for any digits that are not required.
6. Press  to leave the menu.

#### 4.6 Dialling mode







The Mistral 830 can operate using dual-tone multi-frequency dialling (tone dialling, DTMF) or pulse dialling. The default setting on the telephone is DTMF.

1. Press  until **"SET DIAL MODE"** appears in the display.
2. Press OK/.
3. Use  and  to select **"PULSE"** or **"TONE"**.
4. Confirm by pressing OK/.
5. Press  to leave the menu.

#### 4.7 Flash time

The flash key (R, 15) is required for features such as 'Call waiting' (if this service is offered by your telephone service provider) or internal recall or for connecting a call when operating












the telephone on a PBX. The flash key briefly interrupts the line. The required flash time may vary by country. The telephone supports 3 options: 100, 300 and 600 ms (milliseconds).

1. Press  until **"SET FLASH TIME"** appears in the display.
2. Press OK/ to confirm the settings.
3. Use  and  to select the required flash time.
4. Confirm by pressing OK/.
5. Press  to leave the menu.





## 4.8 Store telephone number

### 4.8.1 Store telephone number in the phone book

Up to 30 names and numbers can be stored in the phone book in the Mistral 830. Any telephone number can also be set as the emergency number at the same time.

1. Press  until **"STORE NUMBER"** appears in the display.
2. Press OK/ to enter the number.
3. Now enter the telephone number you want to store.
  - Press  to delete any digit that has been entered incorrectly.
  - Use  and  to navigate through the digits.
4. Confirm by pressing OK/.
5. Enter the name using the keys on the number pad by pressing the number key that represents the required letter. For example, press the "3" button on the number pad three times for the letter "C".
  - Press  to delete any letter that has been entered incorrectly.
  - Use  and  to navigate through the entered letters.
6. Confirm by pressing OK/.
7. Now select **"EMERGENCY OFF"** or **"EMERGENCY ON"** and press OK/.

If you have selected **"EMERGENCY ON"**, you must now define the location of the emergency number.









1. Use  and  to define the location of the number.
2. Confirm by pressing OK/.
3. If you would like to overwrite a location that has already been defined, confirm the **"OVERWRITE?"** prompt by pressing the OK/ key.



#### Info





The message **"MEMORY FULL"** appears once the phone book contains 30 entries.

### 4.8.2 Assign numbers to the direct abbreviated dialling keys (M1, M2).

1. Press  until **"STORE NUMBER"** appears in the display.
2. Press OK/ to enter the number.
  - Now enter the telephone number you want to store.
  - Press  to delete any digit that has been entered incorrectly.
  - Use  and  to navigate through the digits.
3. Confirm by pressing OK/.
4. Press M1 or M2.
5. Press OK/ to store the input.
6. Press  to leave the menu.

## 4.9 Record emergency call announcement

In the event of an emergency call, the Mistral 830 transmits a pre-stored default emergency call announcement (see "4.2 Default emergency call announcement"). However, you can also record your own message of up to 20 seconds in length.

1. Press  until **"RECORD MESSAGE"** appears in the display.
2. Hold down the OK/ key and wait for the beep.
3. Record your message after the beep.
4. Release the OK/ key to end recording.
5. Press  to leave the menu.






### Info

The default emergency call announcement is:  
"This is an emergency call. Press "0" to acknowledge".

## 4.10 Check emergency call announcement

You can check the emergency call announcement you recorded in the last section.

1. Press  until **"CHECK MESSAGE"** appears in the display.
2. Press the OK/ key to listen to the recorded message.
3. Press  to leave the menu.







### Info

Press  to delete the recording during playback.







## 4.11 Pair/delete radio module

The radio module is paired with the Mistral 830 using its ID code. It may be necessary to pair the radio module with the telephone again after a repair or for some other reason. The pairing between the radio module and the Mistral 830 can also be deleted.

### Pair radio module:





1. Press  until **"PAIR NEW PENDANT"** appears in the display.
2. Press OK/.
  - **"PAIRING..."** appears in the display.
3. Press OK/ to start pairing.
  - **"PAIRING..."** flashes in the display.
4. Press the SOS emergency call key on the radio module.
  - **"DONE"** appears in the display when the radio module has been successfully paired.
5. Press  to leave the menu.

### Delete radio module:

- Press  until **"PAIR NEW PENDANT"** appears in the display.
- Press OK/.
- **"PAIRING..."** appears in the display.
- Press  and  to select **"DELETE?"**.
- Press OK/ to delete the pairing of the radio module.
- Press  to leave the menu.

## 5 Operating the telephone




### 5.1 Making calls

1. Enter the telephone number. Use  $\emptyset$  (9) to delete any digits that have been entered incorrectly.
2. Lift the receiver or press OK/ to dial the number entered or press  (12) to make the call in hands-free mode.
  - The call duration timer appears 4 seconds after entering the number.
3. Adjust the volume of the receiver with the volume control (25) during the call: "Lo" = volume to "quiet", "Hi" = volume to "loud".
4. You can switch to hands-free mode during a call made with the receiver by pressing  and replacing the receiver. Adjust the volume of the hands-free function using the hands-free volume control (11). You can lift the receiver again to continue the call via the receiver.
5. To end a call
  - replace the receiver (for calls using the receiver) or
  - press  (in hands-free mode).

### 5.2 Dialling pause



If the telephone is connected to a PBX and problems occur with picking up an outside line, it is possible that the PBX may require a dialling pause between the external access code and the telephone number. The telephone generates a dialling pause of 4 seconds.

#### Example: 0 P 012345678

1. First enter the external access code (e.g. "0") with the receiver on the hook.
2. Press  (13) to enter a dialling pause.
3. Now enter the telephone number (see example above).
4. Lift the receiver or press OK/ to dial the number entered or press  to make the call in hands-free mode.


### 5.3 Accepting a call

When you receive a call, the telephone rings and the 'In use' LED (14) lights up.

1. If necessary, adjust the ringtone volume with the ringtone volume control (21).
2. Lift the receiver or press  or the SOS emergency call key on the radio module to accept the call in hands-free mode.
3. To end a call
  - replace the receiver (for calls using the receiver) or
  - press  (in hands-free mode) or
  - press the SOS emergency call key on the radio module if you have used this to accept the call.



### 5.4 Switching off the microphone

You can switch off the microphone during a call to speak to someone in the room without the caller hearing you.

1. Hold down the  key (16) to switch off the microphone.
2. Release the key again to resume talking to the caller.




## 5.5 Redial

The last number dialled is stored in the Mistral 830. To dial this number


1. pick up the receiver or press the hands free key  (12).
2. Press  (13) to redial the last number dialled.

## 5.6 Call list (CLIP)



The Mistral 830 can store up to 64 telephone numbers in the call list . To display incoming calls

1. press the  button (10)
  - "CLIP" appears on the right of the display next to the date. The number of all calls and the number of new calls is also shown.
2. Use  and  to navigate through the incoming calls.



### 5.6.1 Calling a number in the call list

1. Select a number in the call list.
2. Press OK/ to dial the number.

### 5.6.2 Copying a number from the call list into the phone book





1. Select a number in the call list.
2. Hold down the  key for 3 seconds.
  - "COPY TO MEMORY" appears in the display.
3. Press OK/ to store the number.

### 5.6.3 Deleting a number from the call list.


1. Select a number in the call list.
  - Press  (9). "DELETE?" appears in the display.
  - Hold down the  key for 4 seconds. The number is deleted.

## 5.7 Using the phone book



To access the phone book

1. press the  button
  - "" appears on the right of the display next to the date.
2. Use  and  to navigate through the entries in the phone book.
- 'SOS' appears at the top left of the display for an emergency number.


### 5.7.1 Calling a number in the phone book

1. Select a number in the phone book.
2. Press OK/ to dial the number.

### 5.7.2 Editing a name or number in the phone book



1. Select a number in the phone book.
2. Hold down the  key until "EDIT?" appears in the display.
3. Press OK/.
4. Now edit the name, number and emergency number status as described in section "4.8 Store telephone number".

### 5.7.3 Deleting a number from the phone book

1. Select a number in the phone book.
2. Press .
  - "DELETE?" appears in the display.

3. Hold down the  key for 4 seconds.
  - The number is deleted.

### 5.8 Using the direct abbreviated dialling keys M1 and M2

1. Press M1 or M2.
  2. Press OK/.
    - The number stored for abbreviated dialling is dialled.
- or
1. Pick up the receiver or press the hands free key .
  2. Press M1 or M2.
    - The number stored for abbreviated dialling is dialled.

### 5.9 The SOS emergency call function

The emergency call function allows a phone number stored in the Mistral 830 phone book to be dialled automatically. The function is triggered by pressing the SOS emergency call key on the telephone or on the radio module.



**Important** Inform the persons whose numbers you have stored as emergency numbers about how the SOS emergency call function works.



**Tip** Photocopy this section and give it to the people whose numbers you have stored in the phone book as emergency numbers.

It is very important that the recipient of an emergency call presses "0" to accept the emergency call. If the emergency call is not accepted, the Mistral 830 will automatically dial the next emergency number in the list. After approximately 2.5 minutes, a double beep is sounded to indicate that the call will be ended. The recipient must dial code "15" to extend the call. As soon as the recipient has dialled code "15" during an emergency call, the emergency call function is deactivated i.e. no other numbers will be automatically dialled when the call has ended.

#### 5.9.1 Testing the emergency call function



**Important** Test the connection between the radio transmitter and the telephone if you spend time further away from the telephone e.g. on another floor, to ensure that the emergency call function will still work in the event of an emergency.

The quality of the connection between the radio module and the telephone may be impaired depending on the distance away from the telephone and the properties of the walls and ceilings in the building. Proceed as follows to test the connection at the relevant location:

1. Press the SOS emergency call key on the radio module.
  - The alarm tone sounds on the telephone.
2. Press the SOS emergency call key on the radio module again to end the emergency call function.

## 5.9.2 Making an emergency call

Person in trouble	Recipient of the emergency call
<ol style="list-style-type: none"> <li>1. Briefly press the SOS emergency call key on the radio module (28) or press the SOS emergency call key on the telephone (19) until the emergency call is activated.</li> <li>2. A loud alarm signal sounds for 15 seconds. The telephone then automatically dials the first pre-programmed emergency number in the phone book and activates the emergency call announcement (see "4.2 Default emergency call announcement").</li> </ol>	<ol style="list-style-type: none"> <li>3. ... after lifting the receiver, hears the emergency call announcement stating that there is an emergency. He is asked to press the "0" key to create a connection to the telephone making the emergency call.</li> <li>4. The recipient presses the "0" key.</li> <li>5. The connection is created.</li> </ol>
<ol style="list-style-type: none"> <li>6. The battery LED indicator (3) on the Mistral 830 flashes to show that a connection to the recipient has been created.</li> </ol>	
<p>The person in trouble can now use this connection to talk to the recipient of the emergency call using the telephone's hands-free mode. The call is automatically dropped after approximately 3 minutes so that a failed call does not block the telephone line. The impending dropping of the call is announced by an audio signal (high-pitched double beep). The call can be maintained until the next audio signal by dialling code "15". If the code is not entered, the call is dropped after the repeated audio signal.</p>	
	<ol style="list-style-type: none"> <li>7. The recipient dials code "15" to extend the call.</li> </ol>
<p><b>Important notes</b></p>	
<p>The alarm and the emergency call can be cancelled at any time by pressing the SOS emergency call key. If the recipient does not answer or cannot respond to the emergency call, the telephone automatically dials the second pre-programmed emergency number in the phone book after 3 minutes.</p>	

**Important**

If the telephone has dialled an emergency number, the line remains busy for 3 minutes each time even after the recipient has hung up.

### 5.9.3 Activating the SOS emergency call function

- Press the SOS emergency call key on the radio module or hold down the SOS emergency call key on the Mistral 830 until the emergency call is triggered.

### 5.9.4 Deactivating the SOS emergency call function

- Press the SOS emergency call key on the radio module or on the Mistral 830.

## 6 Abbreviations and technical terms

### External access code

Digit that must be entered to access an external line when the telephone is connected to an extension of a PBX, often the number "0".

### CLIP

Calling Line Identification Presentation, display of the caller's telephone number on the called party's display.

### DTMF

Dual Tone Multiple Frequency (-> tone dialling).

### Flash key

Effects a brief line interruption that is used to activate features such as toggling or call forwarding. On PBXs, the flash or R key is used for internal recall.

### INT

Internal subscriber. Extensions within a PBX

### Pulse mode

Obsolete analogue dialling mode ("clattering" dialling noises).

### LCD

Liquid Crystal Display

### LED

Light Emitting Diode

**(Translator's note: this entry can be deleted completely as it is covered by DTMF above)**

(Translator's note: this entry can be deleted completely as it is covered by DTMF above)

### R key

Recall key (-> flash key)

### SOS

Save Our Souls. International abbreviation for emergencies.

## 7 Troubleshooting



### Warning

#### Risk of injury or death due to electrical current!

In the event of danger, disconnect the device from the 230 V mains immediately.

Symptom	Possible cause	Solution
Display remains dark	No power	Check that the mains adapter is working and the position of the batteries (see “2 Commissioning”).
	Batteries flat	Replace batteries
No sound	Telephone cable incorrectly connected or defective	Check the connection of the telephone cable (see “2 Commissioning”).
Calls cannot be forwarded on a PBX	The flash time is too short	Set the device to a long flash time (see “4.7 Flash time”).
Telephone does not respond when keys are pressed	Programming error	Disconnect the device from the power supply (including removing batteries) and reconnect the power after 1 minute.
Radio module not working	If the LED (27) lights up: Out of range	Choose a location within range (see “5.9.1 Testing the emergency call function”).
	LED does not light up: Radio module battery is flat	Change the battery (see “2.2 Commissioning the radio module”).

Do not modify or repair the device. The device or cable should only be repaired by a specialist in the service centre. Repairs that are not carried out properly can cause significant risks to the user.

## 8 Servicing

### 8.1 Maintenance

The device is maintenance-free. Occasionally check the condition of the batteries and replace them with new batteries of the same type if performance is impaired or the battery LED indicator is flashing, or if they are beginning to leak. We recommend replacing the battery in the radio module with a new one of the same type every year (reference).



#### Warning

#### **Danger of chemical burns!**

Wear protective gloves to remove flat batteries.

if the device comes into contact with liquid, remove the batteries immediately and disconnect the device from the power supply and dry it out carefully. Check its operation after 2-3 days. Send it into the service centre if it is defective.

### 8.2 Cleaning



#### Warning

#### **Risk of electric shock or short circuit from contact with components that conduct electricity.**

Prevent liquids penetrating the device. If this should occur, unplug the mains adapter from the power socket and the telephone cable connector from the wall socket and remove the batteries.

Do the same if the device, cable or mains adapter are damaged: avoid direct contact with liquids and disconnect the device from the 230 V mains immediately.

Clean the telephone with a damp cloth that has been dipped in lukewarm water or an anti-static cloth. Never use cleaning agents or abrasives.

### 8.3 Decommissioning, storage

To decommission the device temporarily, disconnect the telephone cable from the wall socket and from the telephone jack on the phone. Unplug the mains adapter from the 230 V socket.

Remove the batteries. If the telephone is decommissioned for a long time, replace the batteries with new ones of the same type when the phone is recommissioned.

Store the device and batteries in a dry place that is not too warm.

### 8.4 Disposal, environmental protection



At the end of the product's service life, it must not be disposed of in normal domestic refuse. Take it to a collection point for recycling electrical and electronic devices. The symbol on the device, in the User Guide or on the packaging points this out.

Some of the materials in the product can be recycled if it is taken to a collection point. You will be making an important contribution to environmental protection.

Please contact your local authority for more information on collection points in your area.

## 9 Technical data

### Telephone

Dialling mode	Tone dialling (DTMF) / Pulse dialling
Flash times	100 ms, 300 ms, 600 ms
Mains adapter	Helms-Man, type no. ED 3514090030P Primary: 230 V/50 Hz, 70 mA Secondary: 9 V=/300 mA Power consumption/Standby: 1 W
Telephone batteries	4 x AA batteries (alkaline manganese, LR06, not included)
Ambient temperature	5 °C to 45 °C
Permitted relative humidity	25 to 85 %
Dimensions	170 x 78 x 193 mm (W x H x D)
Weight	620 g (excluding batteries)

### Radio module

Operating frequency	433.92 MHz
Range	Line of sight approx. 30 m, in buildings depending on wall and ceiling properties proportionately less
Battery	Type CN23A, 12 V (alkaline manganese, fitted at the factory)
Ambient temperature	5 °C to 45 °C
Permitted relative humidity	25 to 85 %
Dimensions	40 x 16 x 64 mm
Weight	30 g (including battery)

## 10 Warranty

### 10.1 Warranty period

The devices have a 36-month warranty period. The warranty period starts on the day the new unit is purchased. There is no warranty on standard or rechargeable batteries (AA/AAA type). Consumables or defects causing a negligible effect on operation or value of the equipment are not covered. The warranty has to be proven by presentation of the original or copy of the purchase receipt, on which the date of purchase and the unit-model are indicated.

### 10.2 Warranty handling

A faulty unit needs to be returned to an authorized service centre including a valid purchase note and a filled in service card. If the unit develops a fault during the warranty period, the service centre will repair any defects caused by material or manufacturing faults free of charge, by either repairing or exchanging the faulty units or parts of the faulty units. In case of replacement, colour and model can be different from the original purchased unit. The initial purchase date shall determine the start of the warranty period. The warranty period is not extended if the unit is exchanged or repaired by the service centre.

### 10.3 Warranty exclusions

Damage or defects caused by incorrect treatment or operation and damage resulting from use of non-original parts or accessories are not covered by the warranty. The warranty does not cover damage caused by outside factors, such as lightning, water and fire, nor any damage caused during transportation. No warranty can be claimed if the serial number on the units has been changed, removed or rendered illegible. Any warranty claims will be invalid if the unit has been repaired, altered or modified by the buyer.

## 11 Declaration of conformity and manufacturer

Topcom Europe Nv.  
Grauwmeer 17  
3001 Heverlee  
Belgium

The declaration of conformity can be found on the last page of this user guide.





# DECLARATION OF CONFORMITY

We, Topcom Europe Nv, Grauwmeer 17 , 3001 Heverlee , Belgium, declare that our product :

**Model type: Mistral 830**

is in compliance with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC and carries the CE mark accordingly.

Supplementary information:

The product complies with the requirements of:

**EN60950-1: 2006**

**EN55022:2006**

**EN 55024: 1998 +A1 +A2**

**EN 301 490-3 v 1.4.1**

**EuP Directive 2009/125/EC**

Date: 21/12/2009  
Place: Heverlee , Belgium  
Name: Verheyden Geert  
Function: Technical Director

Signature:



European contact: Topcom Europe Nv, R&D department, Research Park, Grauwmeer 17, 3001 Heverlee, Belgium. Tel : +32 16 398920 , Fax : +32 16 398939

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