

RP7010

Digital Answering Machine



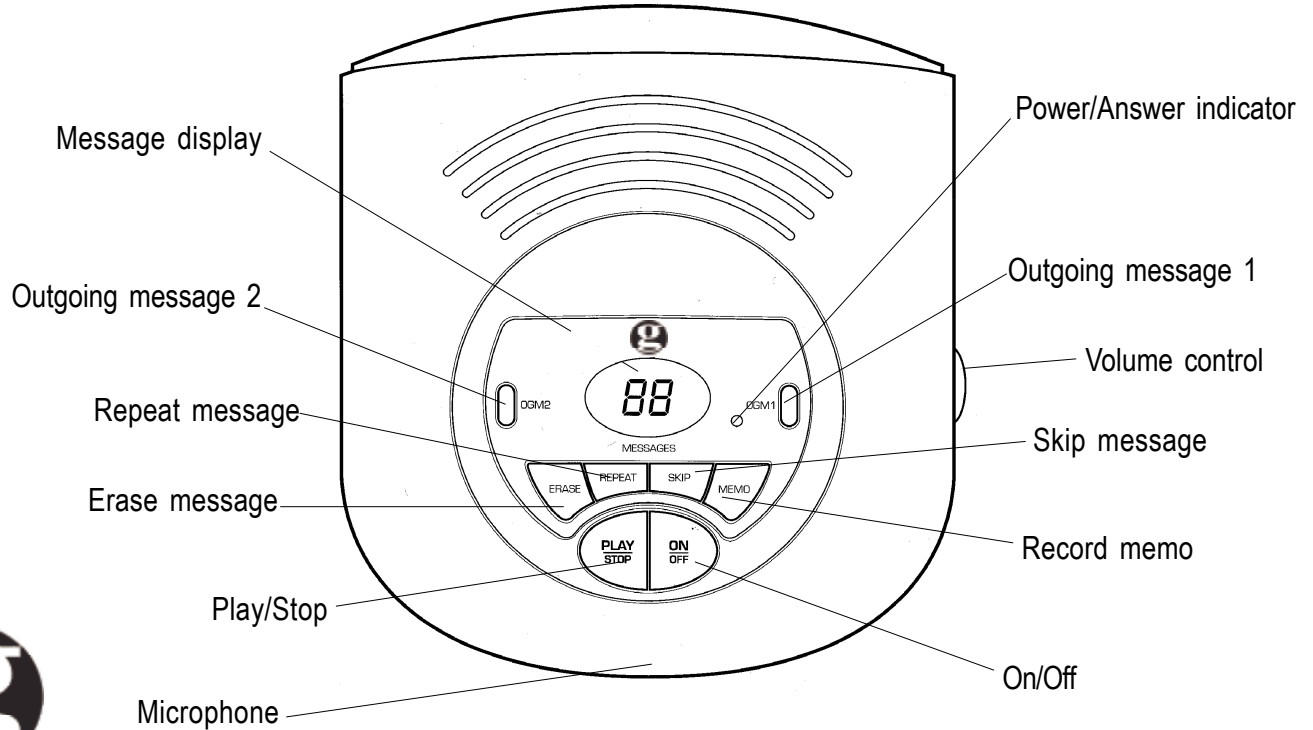
User Guide

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RP7010



Introduction

Congratulations on choosing a digital Geemarc RP7010. We at Geemarc want you to get the most out of our product. And that's why we've developed a manual that's easier to use. So please take the trouble to read it - and enjoy your RP7010 to the full.

What you can use your RP7010 with and what you can't

You can use your RP7010 with private lines, business lines and compatible, approved PABXs. If you have a problem contact your PABX supplier. Your line must accept tone dialling. If you have a problem contact your Network supplier. Do **not** use your RP7010 with:

- ◆ Shared service or party lines.
- ◆ 1 + 1 carrier systems.
- ◆ A payphone unless it's a private payphone with a 'green spot' approval mark.



Safety

(refer to additional information on page 14)

- ◆ Before plugging in, make sure your electricity supply is 230v 50Hz AC.
- ◆ Never use outdoors.
- ◆ Never change the length of the adaptor flex or use a different adaptor.



Approval

The apparatus has been approved for the use of the following facilities:-

- ◆ Answering and recording of incoming messages.
- ◆ Answering only.
- ◆ Call screening by loudspeaker.
- ◆ Day/time stamp of incoming messages.
- ◆ Memo message facility.
- ◆ 2-4 Toll saver ringer switch setting.
- ◆ Battery back-up.
- ◆ Remote access using tone telephone/dialler.
- ◆ Messages counter.

Any other usage will invalidate the approval to the apparatus if as a result, it then ceases to conform with the standards against which approval was granted.

The apparatus is approved for connection to direct exchange lines and to approved, compatible PABXs. It cannot be guaranteed that the apparatus will operate correctly under all conditions when connected to some PABXs. If difficulties are experienced, please contact your network supplier in the first instance.

The apparatus has been approved for use with the type 701 AC adaptor. Use of an alternative adaptor may invalidate this approval and also damage the apparatus.

DECLARATION: Hereby Geemarc Telecom Ltd declares that this telephone is in compliance with the essential requirements and other relevant provisions of the Radio and Telecommunications Equipment Directive 1999/5/EC and in particular article 3 section 1a, 1b and section 3.



Care of your telephone

Where to put your RP7010 and how to look after it

To wall mount your RP7010, use the template at the back of the manual. Keep it away from heat dust and damp. Clean it with a soft cloth (try not to press the buttons). Never use polish or cleaning agents - they could damage the finish or the electrics inside.

Note - We advise that units be placed on a table cloth or similar as rubber feet can mark some surfaces.

How much telephone equipment can you have in your home

Each item is marked (usually on the base) with a REN number. For example your RP7010 is REN 1 and most BT phones are REN 1. The REN numbers of all your equipment, added up, must not exceed 4. Otherwise you'll overload your line and your equipment may not work properly.

Thunderstorms

Unplug your RP7010 from the telephone socket during thunderstorms: if lightning strikes your phone line, it could damage the product. Your guarantee does not cover lightning damage.



For product support
and help visit our
website at
www.geemarc.com
or telephone
01707 384438



Setting up - follow steps 1-6

Step 1: plug into the mains

Plug the adaptor lead into the back of the machine. Set the volume control to mid-position. Then plug the adaptor into the wall socket and switch on. Don't plug into the telephone socket yet. The red light comes on, the display will count to 41; there'll be a beep. Then '00' flashes alternately with 'Lo'. Wait for the beep before continuing.

Step 2: fit four leak resistant, alkaline AAA batteries

Why? Because if you have a power cut;

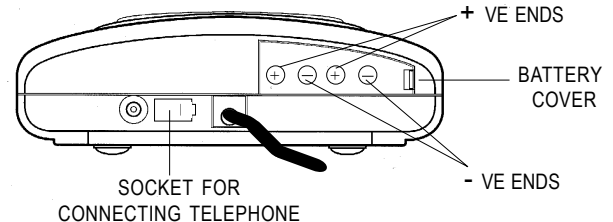
- ◆ you won't have to reset the clock;
- ◆ you won't lose your messages; and
- ◆ you won't lose any outgoing message you recorded yourself. (The machine comes with standard outgoing messages but you can record your own instead).

The batteries will come into use only when the power is cut off and will support the memories for several hours. The batteries will eventually run down if power is not restored. (Note: if you plan to

switch the power to the machine off for lengthy periods, disconnect the machine from the telephone socket and remove the batteries. You'll have to set the clock and record any personal outgoing messages when switching the machine on again and refitting the batteries.

1. Remove the battery cover. (Make sure the telephone lead is not connected to the telephone socket).
2. Fit four AAA batteries: the battery cover shows you which end of the battery faces outwards.
3. Put the cover back on. '00' will flash.

If the batteries are low, 'Lo' flashes. Unplug from the telephone socket and replace the batteries as above. Dispose of batteries carefully. Never burn them or let children play with them.



Setting up

Step 3: set the clock

The machine speaks. If you set the clock, the machine will announce the time and day that each message was left.

What you need to know before you start

- ◆ Don't leave more than 15 seconds between button presses, otherwise you'll have to start again.
 - ◆ To programme a setting, you use **OGM1** and **OGM2**. **OGM1** takes you to a higher setting; **OGM2** takes you to a lower setting. The machine calls out the settings.
 - ◆ Ensure the **Message Display** is on. If not, press **On/Off**.
1. Set the volume to medium.
 2. Hold down **Skip** until the machine calls out 'Sunday'. Then release **Skip**.
 3. Press **OGM1** or **OGM2** to set the day. Then press **Skip**.
 4. Press **OGM1** or **OGM2** to set the hour. Then press **Skip**.
 5. Press **OGM1** or **OGM2** to set the minutes. Then press **Skip**. The machine will call out your setting.
- ◆ To hear the setting at any time, press **Skip**.
 - ◆ To change a setting, repeat steps 2-5.

Step 4: outgoing messages (OGMs)

The machine already has two outgoing messages: OGM1 and OGM2. You can use these messages or record new ones.

OGM1 lets the caller leave a message.

OGM2 does not let the caller leave a message. A new OGM2 could be: 'The surgery is now closed. Please call again between 9am and 5pm'.

You can set the machine to use OGM1 or OGM2. OGM2 also cuts in automatically if the memory's full.

- ◆ Ensure **Message Display** is on. If not, press **On/Off**.

Press **OGM1** to hear OGM1 ('A1' appears). Wait until '00' appears, then press **OGM2** to hear OGM2 ('A2' appears). If you're happy with these messages, go to Step 5; if you want to record new ones, see page 6.



Setting up

To record new outgoing messages

What you need to know before you start

- ◆ Plan what you want to say. Hint: callers prefer short messages.
- ◆ Your message must be longer than 4 seconds.
- ◆ Speak 20cm from the front of the machine.
- ◆ During recording, ' _ ' flashes.

To record a new OGM1

1. Hold down **OGM1** - speak after the beep - then release **OGM1**. The machine will play your message and 'A1' appears.
2. To hear OGM1 at any time, press **OGM1**.

To record a new OGM2

1. Hold down **OGM2** - speak after the beep - then release **OGM2**. The machine will play your message and 'A2' appears.
2. To hear OGM2 at any time, press **OGM2**. To change your message, just record another. If you don't record a new OGM1, '00' flashes.

Step 5: after how many rings do you want the machine to answer?

There are three settings.

- ◆ '2': the machine will answer after 2 rings; or
- ◆ '4': the machine will answer after 4 rings; or
- ◆ 't' (toll saver). If you're away and ringing in for your messages, toll saver can save you the cost of a call. It'll answer after 2 rings if you have any new messages, or after 6 rings if you don't. So if it rings more than 2 times you can hang up, knowing you have no messages.

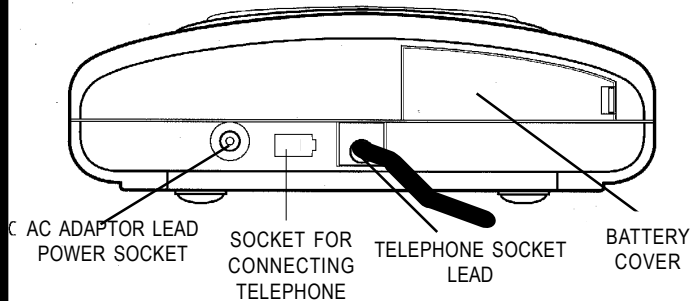
1. Press **OGM1**. After the message, '2', '4' or 't' will flash.
2. Press **OGM1** again until the setting you want appears.
3. Press **Stop**.



Setting up

Step 6: plug the machine into your telephone socket (for use with compatible PABX's)

- ◆ The plug only fits in one way round.
- ◆ If you have a telephone plugged into your telephone socket, disconnect the plug and reconnect it to the socket at the back of the answering machine. The telephone can then be used normally.



Basic use

To set either OGM1 or OGM2

1. Hold down **On/Off** for 2 seconds until you hear a beep. If the red light's on, OGM1 is set. If the red light's flashing, OGM2 is set. (OGM2 doesn't let the caller leave a message).

To switch the answering machine on or off

1. Press **On/Off** briefly. If the message display ('00' etc) is on, the machine is on and ready to answer. If the message display is off, the machine is off.
 - ◆ If the machine is off, it'll answer calls after 15 rings and play OGM2. (Most callers will hang up well before 15 rings). This lets you ring in and switch the machine on: see page 12.

To listen to your messages

The display shows the message total.

1. Press **Play**.
 - To pause, press **Memo**. To continue, press **Memo** again.
 - To skip to the next message, press **Skip**.
 - To skip to the previous message, press **Repeat**.
 - To erase a message, press **Erase** before it ends.
 - To erase all messages; after playing them, hold down **Erase** until you hear a beep.
 - To stop, press **Stop**.

- ◆ Mailbox messages and memos are played last.
- ◆ An 'erased' message isn't erase immediately. It's erased after the machine says 'end of messages'. Up until this time you can still hear an 'erased' message again.
- ◆ To hear only the new messages, not the old ones, hold down **Play** until you hear a beep.
- ◆ Don't let the memory become full - erase the messages you don't need to keep.
- ◆ The longest message the machine accepts is 2 minutes. It'll send the caller a warning beep just before time.

Tones or end of call signals after message playback

On some systems, particularly cable telephone networks, you may hear short periods of tone or 'end of call' announcements after playing back messages. This can be quite normal but if it is a cause for concern, please contact your local telephone service provider who may be able to make an adjustment to your particular telephone line.



Basic use

If the memory's full

When the memory's full, 'FL' appears. 'FL' alternates with the message total.

If the memory's full, the machine will answer after 15 rings using the OGM2 you recorded. The memory can hold 14 minutes of messages. Erase messages to make room for new ones.

To monitor calls when you're at home

When you're at home, you can listen to callers leaving a message. '_' flashes during recording. To speak to a caller, pick up the phone.

- ◆ If the machine keep recording when you pick up the phone, press **Stop**. Or press and release the hang-up switch on your phone.
- ◆ To refuse an incoming message, press **Stop**.

To leave a memo (like leaving a note) for someone you live with

What you need to know before you start:

Speak 20cm from the front of the machine.

1. Hold down **Memo** - speak after the beep - then release **Memo**. Your memo is added to the message total.

To listen to memos, press **Memo**. If there aren't any memos you'll hear 5 beeps.



For product support
and help visit our
website at
www.geemarc.com
or telephone
01707 384438





Advanced use

Remote access:

ringing in from outside and operating the machine

With remote access you can:

- ◆ listen to (and erase) messages and memos
- ◆ listen to OGMs and record new ones
- ◆ leave a message in a specific mailbox
- ◆ switch the machine on or off
- ◆ set OGM1 instead of OGM2

You need to use:

- ◆ a phone with Tone dialling; or
- ◆ a Tone Dialler. But if the seal between the Tone Dialler and the mouthpiece isn't perfect, you won't get perfect results.

What you need to know before you start:

- ◆ For most functions you'll need to enter your security code. Your security code is set to 125 but you can change it: see below.
- ◆ If your phone lets you, send generous tones, not short ones.
- ◆ Give the machine time to respond but don't leave longer than 15 seconds between button presses, otherwise you'll be cut off.
- ◆ The machine beeps twice when it receives a command.
- ◆ If the memory's full, the machine will answer

after 15 rings and play OGM2 instead of OGM1. If you erase messages the machine will accept new ones again.

Your security code

Your security code is set to 125 but you can change it. Never change it to 999 or 112 - these are emergency numbers.

To check it

- ◆ Ensure MESSAGE DISPLAY is on. If not, press **On/Off**.

1. Press **Repeat**.

To change it

1. Hold down **Repeat** until you hear a beep. The machine will call out the security code. Wait for the first digit to freeze.
 2. Press **OGM1** or **OGM2** to change the digit. Then press **Repeat**.
 3. When the second digit freezes, change it by repeating step 2. Then do the same with the third digit. The machine will call out your new code.
- ◆ If you unplug the machine and remove the batteries, the code will change back to 125.

Advanced use

To listen to your messages

1. Dial your number.
2. During the OGM, press **S**. You'll hear 3 beeps.
3. Enter your security code. After 2 beeps you'll hear all your messages. Or, to hear only the new messages, press 6 within 4 seconds.

- ◆ Mailbox messages are played last.
- ◆ After 2-3 minutes the machine will beep and stop. Press 7 to continue.

To **pause**, press 7. To continue, press 7 within 15 seconds.

To skip to the **previous** message, press 2.

To skip to the **next** message, press 5.

To **erase** a message, press 3 during it.

- ◆ To make sure you've heard it all, it's best to skip backwards (press 2) and erase it when you hear it again.
- ◆ An 'erased' message isn't erased immediately. It's erased after the machine says 'end of messages'. Up until this time you can still hear an 'erased' message again.

To **erase all** messages: after the machine says 'end of messages', press 3 3. You'll hear 5 beeps.

After hearing your messages, you can do the following:

To listen to messages in a specific mailbox: press **S** then the mailbox number (1, 2, 3 or 4).

To listen to memos: press **S1** (memos are stored in mailbox 1).

To listen to OGMs: press 4 1 (for OGM1) or 4 3 (for OGM2). This only works for OGMs you recorded yourself, not for the OGMs the machine comes with.

To listen to all messages again: press 7.

To record a new OGM: press 4 7 (for OGM1) or 4 9 (for OGM2). Speak after the 4 beeps, then press 7. To hear the new OGM, press 4 1 (OGM1) or 4 3 (OGM2).

To leave a message in a specific mailbox

There are 4 mailboxes.

1. Dial your number.
2. Listen to your OGM. After the beep, press #, then 1, 2, 3 or 4 (the mailbox number).
3. After the 2 beeps, leave your message.



Advanced use

To switch the machine on or off

1. Dial your number. If the machine's off, it'll answer after 5 rings.
2. *During the OGM, press **S**. You'll hear 3 beeps.
3. Enter your security code. You'll hear 2 beeps.
4. Within 4 seconds, press **0** to switch on, or **8 8** to switch off.

*If you're switching on, the machine plays the OGM2 that it comes with, even if you recorded a new one.

To set OGM1 instead of OGM2

You can only do this if the answering machine is switched on.

1. Dial your number.
2. During OGM2, press **S**. You'll hear 3 beeps.
3. Enter your security code. You'll hear 2 beeps.
4. Within 4 seconds press **1**.

- ◆ You can only set OGM2 instead of OGM1 by switching the machine off (see above). If you do this, the machine will answer calls after 15 rings and play OGM2.





Troubleshooting

What do I do if?

See page

'00' flashes

This means the machine's using its own OGM1 outgoing message. If you record a new OGM1, '00' stops flashing.

6

'Lo' flashes

There are no batteries or the batteries are low.

4

The machine won't answer calls

- ◆ Is it plugged into the telephone socket? 7
- ◆ Is it plugged into the mains and switched on? 4
- ◆ Is it switched to answer calls? Press **On/Off** so that the message display ('00' etc) is on. 8
- ◆ If 'FL' is displayed, the memory's full. 9

The machine keeps recording ('_' keeps flashing) when you pick up the phone

- ◆ Press **Stop**. Or press and release the hang up switch on your phone. 8

What do I do if?

See page

Your messages are announced with the wrong time and day

- ◆ Press **Skip** to hear the time and day setting. If it's wrong, reset the clock. 5

Remote access problems

- ◆ Are you using a phone with Tone dialling? 10
- ◆ Try to use a phone which sends a tone for as long as you hold down the button. Most mobile phones have a 'long tone' setting. 10
- ◆ Did you leave more than 15 seconds between button presses? 10
- ◆ Are you using the correct security code? 10

Tones or announcements are heard after playing messages

- ◆ Can be normal but if troublesome, please contact your telephone service provider who may be able to make an adjustment to your particular telephone line. 8

Guarantee (UK only)

From the moment your Geemarc product is purchased, Geemarc Telecom Ltd guarantee it for the period of one year.

Should you experience a problem the contact our helpline or the retailer from whom you purchased your Geemarc product.

The guarantee does not cover accidents, negligence or breakages to any parts. The product must not be tampered with or taken apart by anyone who is not an authorised Geemarc representative.

The guarantee of Geemarc Telecom Ltd in no way limits your legal rights.

IMPORTANT: YOUR RECEIPT IS PART OF YOUR GUARANTEE AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.

Please note: The guarantee applies to the United Kingdom only.



Product safety

The apparatus is designed to operate from a 230 volt 50Hz AC supply only.

The apparatus does not incorporate an integral power on/off switch. To disconnect the power, either switch off the supply at the mains power socket or unplug the AC adaptor. When installing the apparatus, ensure that the mains power socket is readily accessible.

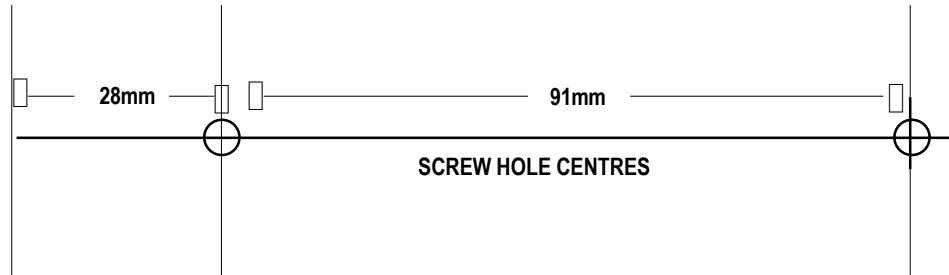
The interconnection point between the AC adaptor output lead and the apparatus power socket carries a Safety Extra-Low Voltage (SELV) and indirectly, a Telecommunication Network Voltage (TNV). Do not connect any apparatus to the socket other than the type 701 AC adaptor supplied.

The battery contacts carry a Telecommunications Network Voltage (TNV) and the apparatus must be disconnected from the telephone line before the battery compartment cover is removed to fit or change the batteries.

Do not install or operate the apparatus in outdoor conditions.

Wall mount template

Use this template to mark the screw hole centres if you wish to wall mount your RP7010.





**For product support and help
visit our website at**

www.geemarc.com

telephone 01707 384438

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