

2-Line Telephone

Operating Instructions

IT-M10

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SONY®

Telephone

LIMITED WARRANTY

SONY ELECTRONICS INC. ("SONY") warrants this Product (including any accessories) against defects in material or workmanship as follows:

1. **LABOR:** For a period of one (1) year from the date of purchase, if this Product is determined to be defective, Sony will repair the Product at no charge, or pay the labor charges to any SONY authorized service facility. After the Warranty Period, you must pay for all labor charges.
2. **PARTS:** In addition, SONY will supply, at no charge, new or rebuilt replacements in exchange for defective parts for a period of one (1) year. After the warranty period, you must pay for all parts costs.
3. **ACCESSORIES:** Parts and labor for all accessories are for one (1) year.

To obtain warranty service, you must take the Product, or deliver the Product freight prepaid, in either its original packaging or packaging affording an equal degree of protection, to any authorized SONY service facility.

This warranty does not cover customer instruction, installation, set up adjustments or signal reception problems.

This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use, or modification of, or to any part of the Product, including the antenna. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than a facility authorized by Sony to service the Product. This warranty does not cover Products sold AS IS or WITH ALL FAULTS, or consumables (such as fuses or batteries). This warranty is valid only in the United States.

Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the unit is within the Warranty period must be presented to obtain warranty service.

This warranty is invalid if the factory applied serial number has been altered or removed from the Product.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. SONY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. In addition, if you enter into a service contract with the Sony Partnership within 90 days of the date of sale, the limitation on how long an implied warranty lasts does not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

For your convenience, SONY ELECTRONICS INC. has established telephone numbers for frequently asked questions:

To locate the servicer or dealer nearest you, call:

1-(800)-342-5721

For service assistance or resolution of a service problem, call:

SONY CUSTOMER RELATIONS CENTER
1-(800)-282-2848

For Product information or operation, call:

TELECOMMUNICATIONS HELPLINE
1-(800)-222-7669
or write to:

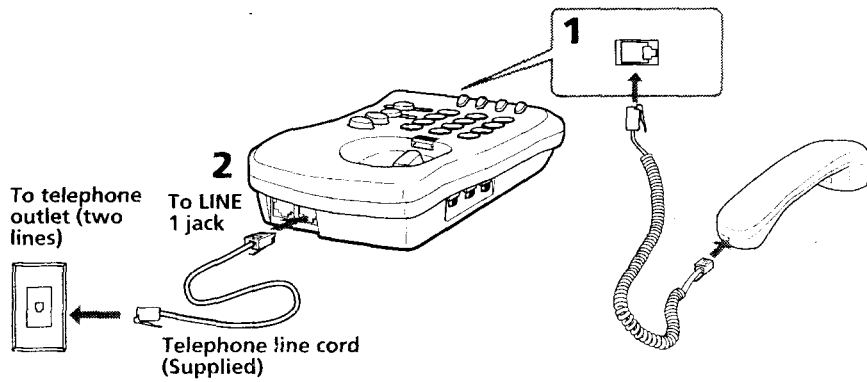
Sony Customer Information Center
One Sony Drive
Park Ridge, New Jersey 07656-8003

For an accessory or part not available from your authorized dealer, call:

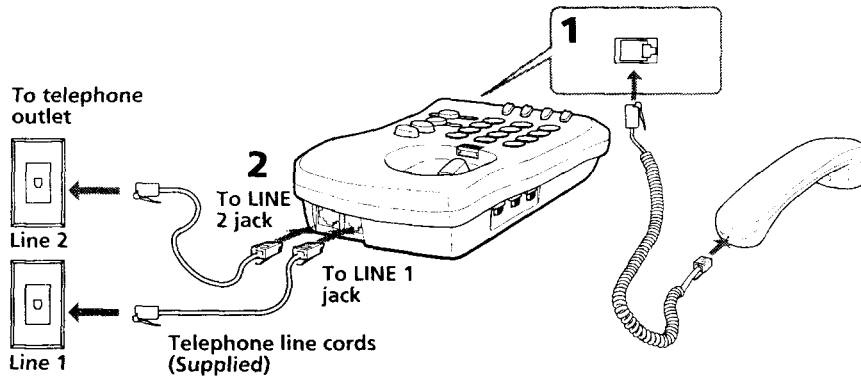
1-(800)-488-SONY (7669)

Setting up the phone

To connect the phone to a single outlet having two lines



To connect the phone to two separate outlets

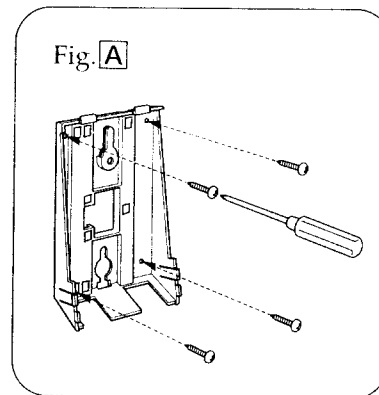
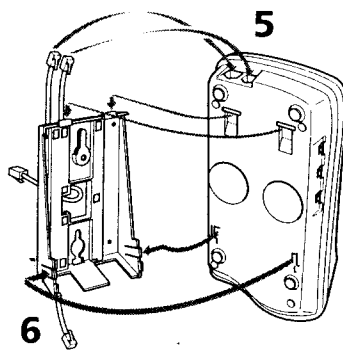
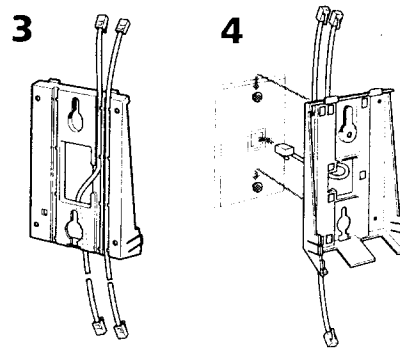
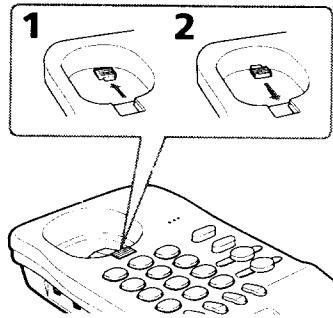


! If your telephone outlet is not a modular type, contact your telephone service company for assistance.

- 1** Connect the handset to the phone.
- 2** Plug one end of the telephone line cord(s) (supplied) into the LINE 1 jack (and the LINE 2 jack), and the other end into a telephone outlet(s).

Mounting your phone on the wall

- 1 Remove the hang-up tab.
- 2 Reverse the hang-up tab and insert it back.
- 3 Attach the telephone line cord(s) to the wall bracket.
- 4 Hook the bracket to the wall plate, and plug one end of the telephone line cord(s) into the telephone outlet(s).
- 5 Plug the other end of the telephone line cord(s) into the LINE 1 or (and) LINE 2 jack(s)
- 6 Hook the telephone to the wall bracket as illustrated.



If you cannot mount the phone on the wall plate

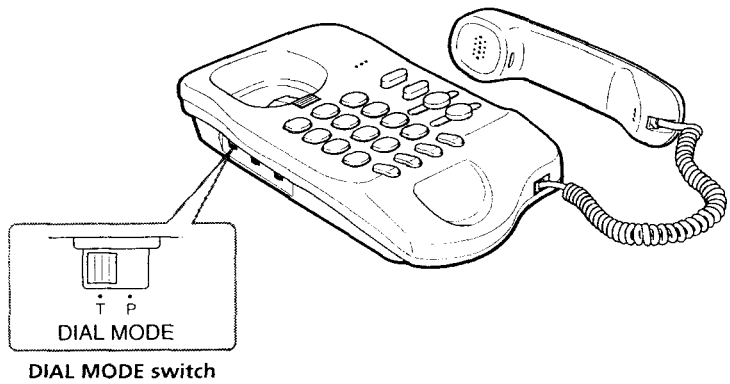
Attach it directly to the wall, using the supplied screws (see Fig. **A**).

Choosing tone or pulse dialing

For the telephone to work correctly, you must set it to the type of your dialing system: tone or pulse dialing.
This setting is active for both lines 1 and 2.

Setting the dial mode

Set the DIAL MODE switch to:
T if your dialing system is tone.
P if your dialing system is pulse.

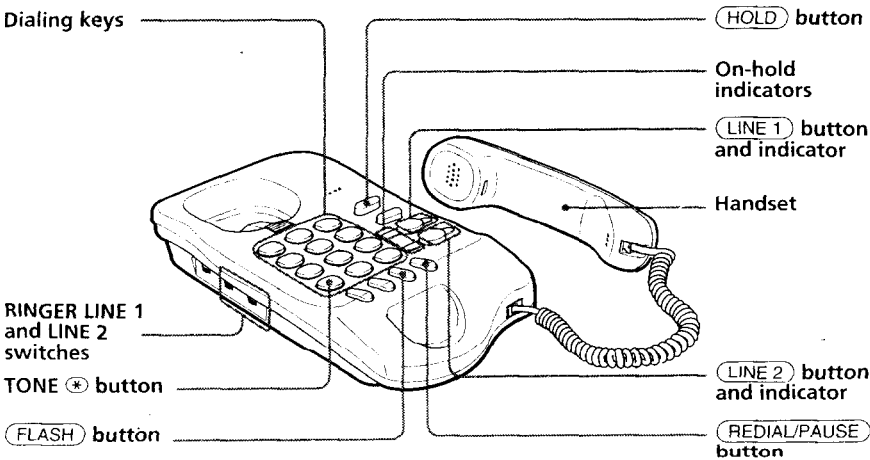


If you are not sure

- 1 Make a trial call with the DIAL MODE switch set to T.
- 2 If the call is connected, leave the switch at T. Otherwise, set the switch to P.

! If you have pulse dialing, be sure to read the "Using touch-tone services (for pulse dialing systems only)" section.

Making/Receiving a call



Making a call

- 1 Press **LINE 1** or **LINE 2** to select the line.
- 2 Pick up the handset.
You hear a dial tone.
- 3 Dial a phone number.

To on-hold the line

Press **HOLD** once so that the corresponding on-hold indicator lights red. To cancel the on-hold mode, press **LINE 1** or **LINE 2**.

Receiving a call

When you hear the phone ring;

- 1 Press **LINE 1** or **LINE 2** with the flashing green indicator.
- 2 Pick up the handset.

If you are talking on the other line

- 1 Press **HOLD**.
- 2 Press **LINE 1** or **LINE 2** to which another call is coming.
You can talk to the second party.
- 3 After talk to the second party is over, press **LINE 1** or **LINE 2** on which you have talked before.
You can talk to the first party again.

To adjust the ringer level

The ringer level can be set separately for each line.

Set the RINGER LINE 1 and 2 switches to H (High), L (Low) or OFF.

Redialing

You can redial the last number called with just one touch of the **REDIAL/PAUSE** button. This lets you easily redial the same number again if, for example, the line was busy.

- 1** Press **LINE 1** or **LINE 2**.
- 2** Pick up the handset.
You hear a dial tone.
- 3** Press **REDIAL/PAUSE**.
The last sequence of digits dialed will be automatically redialed.

- !** The last number cannot be stored separately for each line. It is the very last one you have dialed using either line.
- !** The number must not be longer than 32 digits for pulse dialing or 31 digits for tone dialing. Note that tone and pause are each counted as one digit.

Using touch-tone services (for pulse dialing systems only)

Some services require you to use touch-tone. This is not a problem if your phone already uses tone dialing. If your phone uses pulse dialing, however, you need to follow the steps below to use these services.

- 1** Use the phone to dial the service number.
- 2** When connected to the service, press TONE **⊗**.
- 3** Press the dialing keys as required.

You need to press TONE **⊗** once to turn dialing to tone; this will remain effective until the call is disconnected.

Using call waiting service

If you have applied to "call waiting service", you can receive a call while talking on the same line.

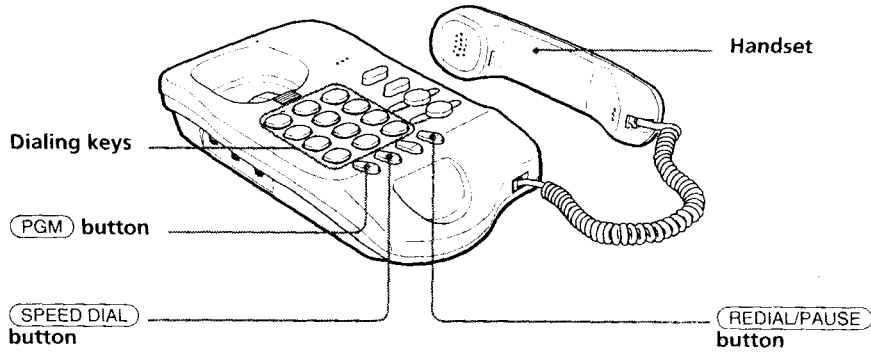
Press **FLASH** while talking with the first party.

Now you can talk to the second party on the same line. Each time you press the button, you can switch between the two parties.

- !** You need to apply to "call waiting service" separately for the line you want to use this service on.
- !** If you have not applied to this service, the line will be disconnected when you press **FLASH**.

Speed dialing

You can store the numbers you frequently call into the memory of the phone so that you can dial a number with the touch of two buttons.



Storing speed dialing numbers

You can store up to 10 speed dialing numbers. These 10 numbers are stored commonly for both line 1 and 2 so that you can use them on both lines.

- 1** Press either **LINE 1** or **LINE 2**.
- 2** Pick up the handset.
- 3** Press **PGM** (program).
- 4** Dial the phone number you wish to store.
You can enter up to 16 digits for pulse dialing or 15 digits for tone dialing. Note that tone and pause are each counted as one digit.
- 5** Press **SPEED DIAL** and the desired dialing key (0 to 9).
- 6** Replace the handset in the cradle.

Making a speed dialing call

- 1 Press **LINE 1** or **LINE 2** to select the line.
- 2 Pick up the handset.
- 3 Press **SPEED DIAL**.
- 4 Press the desired speed dialing number (dialing key 0 to 9).
The phone number stored in the number will be dialed.

To change a stored number

Store a new number as described above, and the old number will be erased.

If you use a Private Branch Exchange (PBX)

You need to dial a digit (such as 9) to access an outside line before you dial the phone number. To store the phone number:

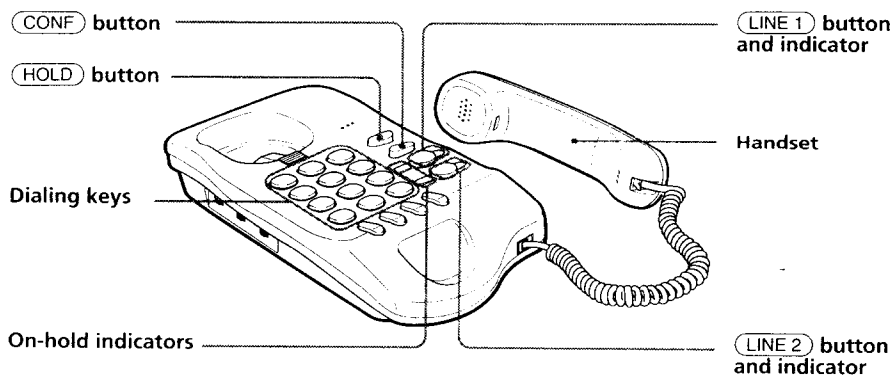
- 1 Enter the outside line access digit.
- 2 Press **REDIAL/PAUSE** to enter a pause (to allow the phone time to the access outside line).
- 3 Enter the phone number you wish to store.

Tip

Use the supplied directory label to write down the names and numbers you have stored in the speed dialing numbers and attach the label to the telephone.

Having a three-way conference

You can carry on a three-way conference using line 1 and line 2 at the same time.



Making another call on a different line while talking on the other

- 1** Press **(HOLD)** while talking on one line.
This line remains connected in on-hold mode.
- 2** Press **(LINE 1)** or **(LINE 2)**, whichever is not used.
- 3** Dial a phone number for the second party.
- 4** Press **(CONF)** (conference).
Now you can talk to both parties.

To disconnect the line(s)

Replace the handset in the cradle to disconnect both lines.

To disconnect only line 1, press **(LINE 2)**. On the other hand, to disconnect only line 2, press **(LINE 1)**.

To on-hold the line(s) while using a three-way conference

Press **(HOLD)** once so that both lines are put in the on-hold mode.

To cancel the on-hold mode for the both lines, press **(CONF)**.

To cancel the on-hold mode for only one line, press **(LINE 1)** or **(LINE 2)**, for the line you want to talk on. (The other line remains connected in the on-hold mode. Press **(CONF)** to talk on both lines again.)

! During a three-way conference, do not press **(FLASH)** to use "call waiting service." Otherwise, both lines will be disconnected.

Receiving another call on a different line while talking on the other

- 1** Press **(HOLD)** while talking on one line.
- 2** Press **(LINE 1)** or **(LINE 2)**, to which another call is coming.
- 3** Press **(CONF)** (conference).

Specifications

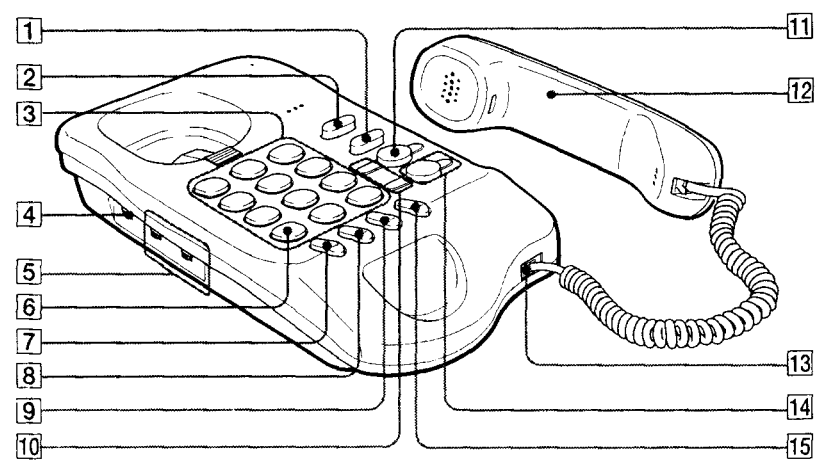
Dial signal	Tone, 10 PPS (pulse) selectable
Dimensions	Approx. 115 x 70 x 220 mm (w/h/d) (Approx. 4 ⁵ / ₈ x 2 ⁷ / ₈ x 8 ³ / ₄ inches)
Mass	Approx. 560 g (Approx. 1 lb 7 oz)
Supplied accessories	Telephone line cords (4-conductor type) (long: 2/short: 1) Wall bracket (1) Screws (4) (attached inside the wall bracket) Directory label (1 sheet)

Design and specifications are subject to change without notice.

Troubleshooting

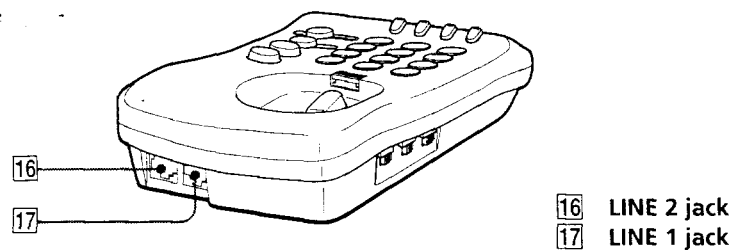
Problem	Solution
You hear no dial tone.	<ul style="list-style-type: none">• Make sure the telephone line cord is securely connected to a telephone outlet.
The phone always connects to the wrong number, or doesn't connect at all, even the numbers you dial are correct.	<ul style="list-style-type: none">• Make sure the dial mode setting (pulse or tone) is correct.
The phone does not redial correctly.	<ul style="list-style-type: none">• Make sure the number (including the tone and pause digits, if used) you last dialed is less than 32 digits for pulse dialing mode or 31 digits for tone dialing mode.• Make sure the last dialed number is really the one you want to dial.
The phone does not make a speed dialing call.	<ul style="list-style-type: none">• Make sure there is a phone number correctly stored in the speed dialing.• Store the desired phone number once more.
You cannot store a telephone number in the speed dialing.	<ul style="list-style-type: none">• Make sure you correctly follow the procedure for storing the number.• Make sure the number (including the tone and pause digits, if used) is less than 16 digits for pulse dialing mode or 15 digits for tone dialing mode.

Identifying the parts



- | | | | |
|---|---|----|---|
| 1 | CONF (conference) button | 10 | On-hold indicators |
| 2 | HOLD button | 11 | LINE 1 button and indicator |
| 3 | Dialing keys | 12 | Handset |
| 4 | DIAL MODE switch (P/T) | 13 | Modular jack for connecting the handset |
| 5 | RINGER LINE 1 and LINE 2 switches (OFF/L/H) | 14 | LINE 2 button and indicator |
| 6 | TONE * button | 15 | REDIAL/PAUSE button |
| 7 | PGM (program) button | | Redials the last number called. |
| 8 | SPEED DIAL button | | Also inserts a pause in the dialing sequence. |
| 9 | FLASH button | | |

Rear panel



INFORMATION FOR GENERAL TELEPHONES

- (1) This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.
- (2) The applicable registration jacks (connectors) USOC-RJ11C/RJ14C are used for this equipment.
- (3) This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.
The FCC compliant telephone cord and modular plug is provided with this equipment.
- (4) The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
- (5) If your equipment (IT-M10) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
- (6) The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
- (7) If trouble is experienced with this equipment (IT-M10), for repair or warranty information, please contact Sony Telecommunications Helpline: Tel **1-800-222-7669**. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

(8) All repairs will be performed by an authorized Sony service station.

(9) This equipment cannot be used to party lines or coin lines.

(10) This equipment is hearing aid compatible.

If your telephone is equipped with automatic dialers

When programming emergency numbers and (or) making test calls to emergency numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Caution

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this 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.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Disconnect this product from the telephone line before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
8. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
9. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified service personnel when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

10. Disconnect this product from the telephone line and refer servicing to qualified service personnel under the following conditions.
 - A. When the telephone cord or plug and jack are damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions.

Adjust only those controls, that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E. If the product has been dropped or the cabinet has been damaged.
 - F. If the product exhibits a distinct change in performance.
11. Avoid using a telephone (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
12. Do not use the telephone to report a gas leak in the vicinity of the leak.

SAVE THESE INSTRUCTIONS