Priority Assist Phone

An easy guide for setting up your phone.

Your new Telstra Priority Assist Phone has several important features to keep you connected in case of an emergency.

- Emergency back-up via Telstra's 3G & 4G network so you can continue to make calls in case of a service outage.
- Up to 8 hours battery back-up in case of a mains power outage.
- 9 programmable speed dial keys so you can easily reach important contacts with one button press (see page 11 for details).
- An Emergency Contacts card for quick reference to your important contacts and speed dial numbers.

Need support?

Call 13 22 00 or visit **telstra.com** if you need more assistance to set up your Priority Assist Phone.

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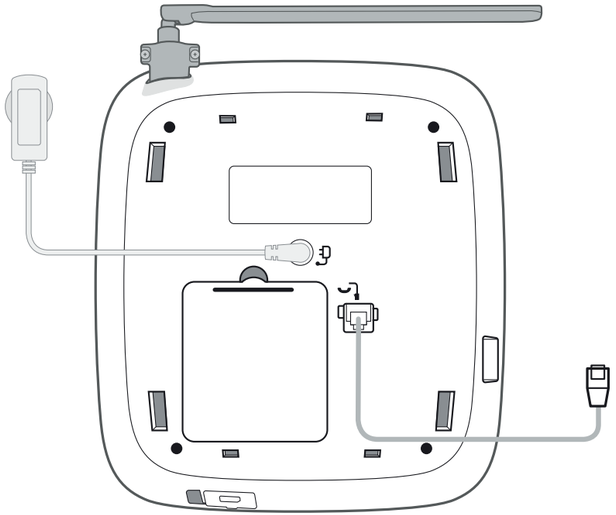
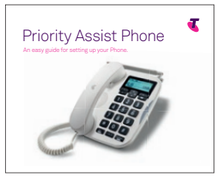
Included in your Priority Assist Phone package

Telstra Priority Assist Phone

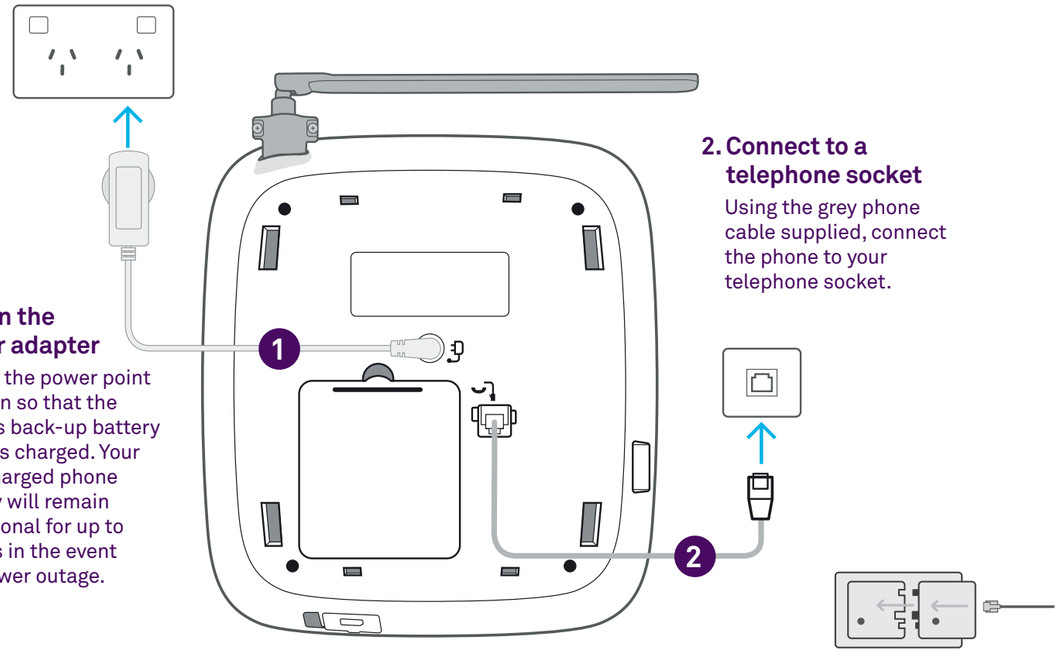




User manual

Emergency Contacts card

Installation



1. Plug in the power adapter

Ensure the power point stays on so that the phone's back-up battery remains charged. Your fully charged phone battery will remain operational for up to 8 hours in the event of a power outage.

2. Connect to a telephone socket

Using the grey phone cable supplied, connect the phone to your telephone socket.

Got an older-style telephone wall socket?

You may need to purchase an adapter first. These can be found at most hardware or electronics stores.

3. Check for dial tone

- Pick up your handset and check that you have a dial tone.
- If a dial tone is heard, you will be able to make and receive calls now.

In the event of a phone line or power outage, you should still hear a tone. Your Telstra Priority Assist Phone will automatically switch over to the battery and/or emergency mobile back-up mode to ensure you can make calls as usual.

The next section will show you how to set up your phone.

Set-up steps

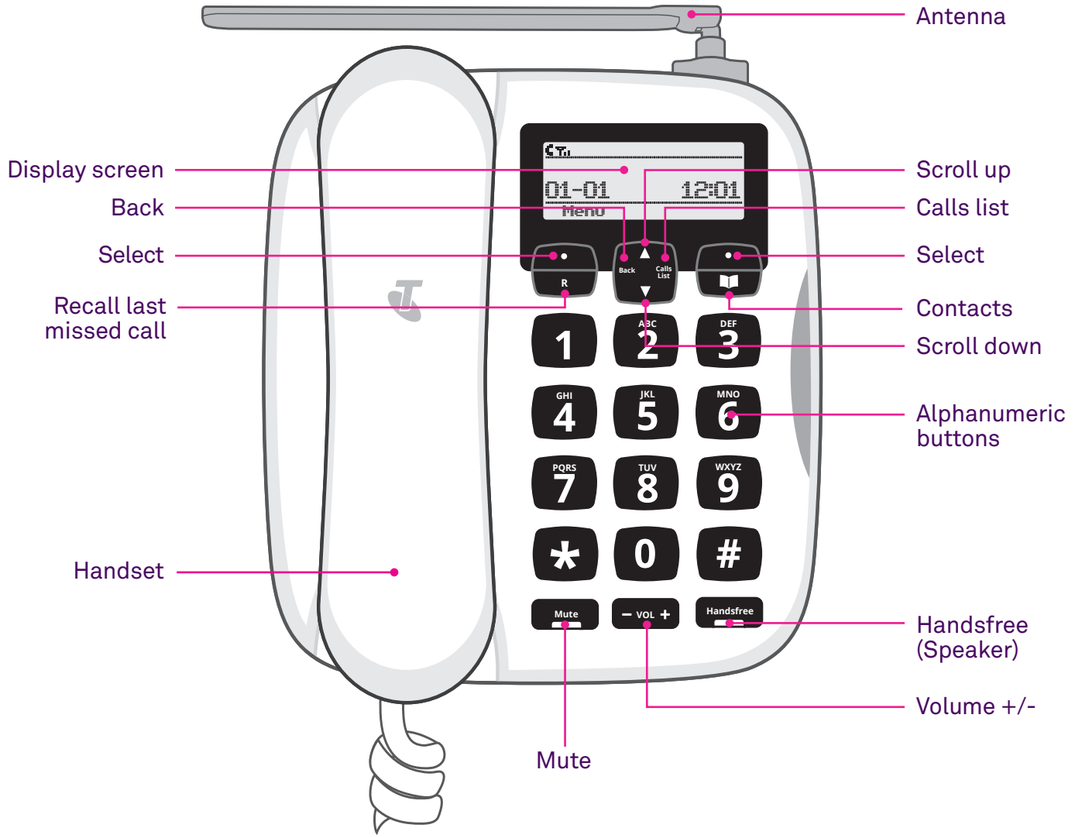
Make the most of your phone by setting up these features:

Time & date

Speed dial numbers

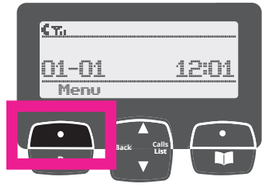
Important contacts

If you have problems setting up your phone please call us on 13 22 00.

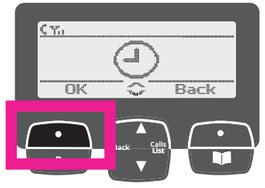


Time & date

Navigate to the Set time & date menu to adjust the date and time as shown.

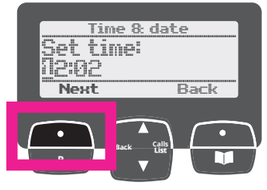


1. Starting at the Home screen, select Menu.

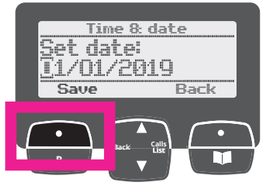


2. Clock symbol appears. Select OK.

3. Tap Down arrow ▼ to scroll past Alarm option to Set time & date option. Select OK.



4. Use the alphanumeric buttons to set current time (4 digits). Select Next.



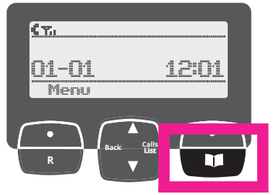
5. Use the alphanumeric buttons to set current date. Select Save.

You will hear a beep and see 'Saved' on screen.

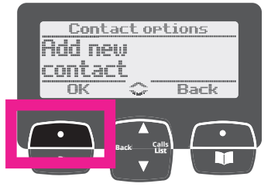
To navigate back to the Home screen or to previous options, use the Select button to choose 'Back' when it appears on the screen.

Important contacts

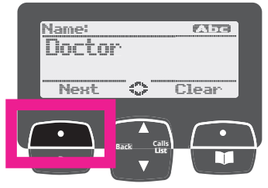
Navigate to the Contacts menu to input the names and phone numbers as shown.



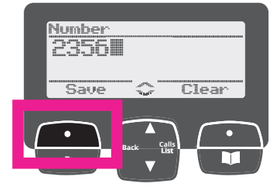
1. Starting at the Home screen, select the book symbol button for Contacts. Select Options.



2. Select OK to Add new contact.



3. Enter the contact name using the alphanumeric buttons, tapping the letter button until the correct letter appears in the screen. Select Next to save Name.

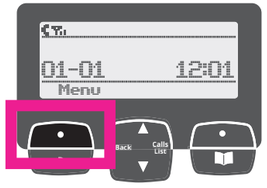


4. When Number screen appears, enter the contact number using the alphanumeric buttons. Select Save.

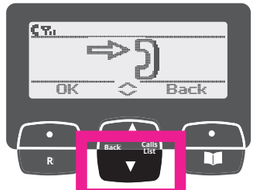
You will hear a beep and see 'Contact Saved' on screen.

Speed dials

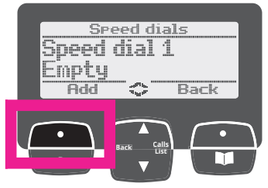
Navigate to the speed dials menu to input up to 9 speed dial numbers as shown.



1. Starting at the Home screen, select the Menu Select button.



2. Use Down arrow ▼ button to scroll to Speed dials symbol. Select OK.



3. At Speed dials Empty screen, select Add. Use the alphanumeric buttons to enter the number. Select Save.

You will hear a beep and see 'Saved as Speed dial' on screen.

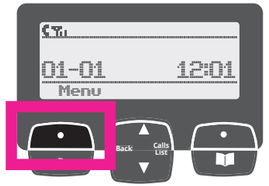
Note: If a previously saved speed dial number appears on screen, scroll with Down arrow ▼ until 'Empty' appears on screen, then add new number as outlined.

Using the phone

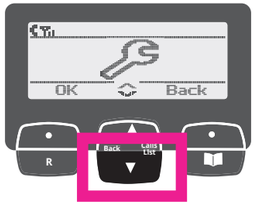
Ringer tone & volume settings

Navigate to the Settings menu to set ringer tone and volume as shown.

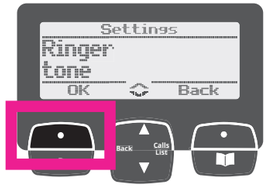
Ringer tone



1. Starting at the Home screen, select the Menu Select button.



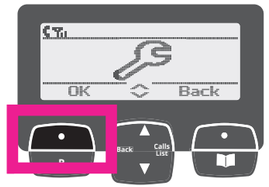
2. Use Down arrow ▼ to scroll to the Spanner symbol Select OK.



3. Select Ringer tone OK.

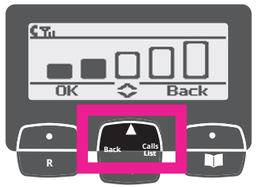
4. Use Up arrow ▲ to scroll through up to 15 melody options. Select OK to save chosen melody.

Ringer volume



1. Return to the Spanner symbol screen and Select OK.

2. Use Down arrow ▼ to scroll to Ringer volume. Select OK.



3. Use Up arrow ▲ to increase volume, or Down arrow ▼ to decrease volume. Select OK.

Handsfree/Speaker settings

Press the Handsfree button to use speaker phone.

Wall mounting

Your phone comes ready to be placed on a table, but converts easily for wall mounting by rotating the base plate, as follows:

1. Turn the phone so that the base faces up.
   You will see that the notches point downwards and the high point of the wedge shape is at the top of the phone.

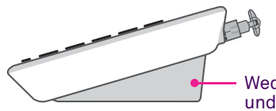
2. Remove the detachable base bracket and rotate it 180 degrees so that the notches now point upwards. Click it back into place on the phone.
   You will see that the wedge shape is now at the lower edge of the phone.

3. Change the hook switch position for hanging the handset up. Use finger pad to push down the base of the hook switch to flip it into reverse position with hollow end facing up.

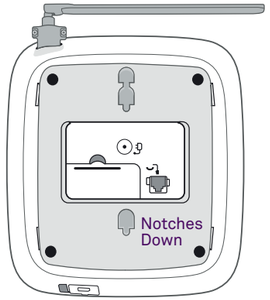
4. Hang handset onto the phone unit so that it clicks into the hook switch hollow to hold it firm.

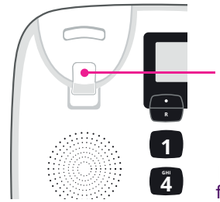
5. Keep the phone and power cables tidy by running them through the provided space.

Desk mount position



Wedge shape under the top of phone

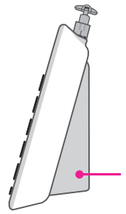




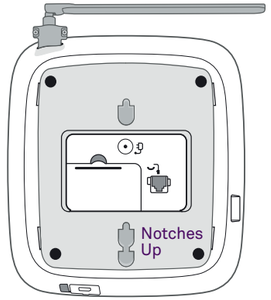
Hook switch for desk mount

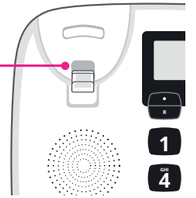
Hook switch hollow end up for wall mount

Wall mount position



Wedge shape under the lower edge of phone





Troubleshooting

Issue	What to check	If this works, then…
A blank display	Make sure the power adapter is plugged into a 240V powerpoint and the other end is plugged into the base of phone. Make sure the power point is switched on.	The screen will display.
Low Signal Strength (3G or 4G) 	Check the antenna is screwed correctly onto the phone. Ensure the antenna is in the upright position. Move the phone to another area in your premises and/or closer to a window until more signal bars appear.	Signal Strength bar should increase.
Screen displaying SIM card with X 	Check the SIM card has not been removed from the device. Reset the SIM card and ensure it is placed the correct way up.	3G or 4G icon should now be seen in place of SIM card (with cross) icon.
No dial tone	Place the phone back on the hook and pick it up again. Check that the cable between the Handset and main unit is connected.	Dial tone should be restored.
Call volume is too low 	Ensure the ringer is set to an adequate volume level by increasing the volume using the (- Vol +) button.	Volume should increase.

Issue	What to check	If this works, then…
Ringer tone volume is too low 	Scroll through Menu options to Settings. Select Ringer Volume. Use Up arrow to increase volume.	Volume should increase.
Phone is beeping intermittently and display shows 'Battery Low' (i.e. no power to the unit and the internal battery pack is running low)	The phone is using its internal batteries. Ensure the phone is connected to a 240V power point and that it is switched on.	Beeping should stop and display should clear once mains power is restored.
Display is showing 'Line Fault Call 132200'	This appears when the phone is not connected to a working phone socket and is operating in mobile mode. You can press the Hide button to clear this temporarily, however we recommend that you contact Telstra if you suspect there is a line fault.	Display will clear and return back to the home screen.

Need Support?
If you're still having technical issues, please call Telstra on 13 22 00.

Emergency support

Your Telstra Priority Assist Phone has two key features to protect you in case of phone or power outage.

1. Mobile back-up

Your phone comes with a pre-installed SIM card which will provide an **automatic switchover** to a mobile service if for any reason there is a phone line outage.

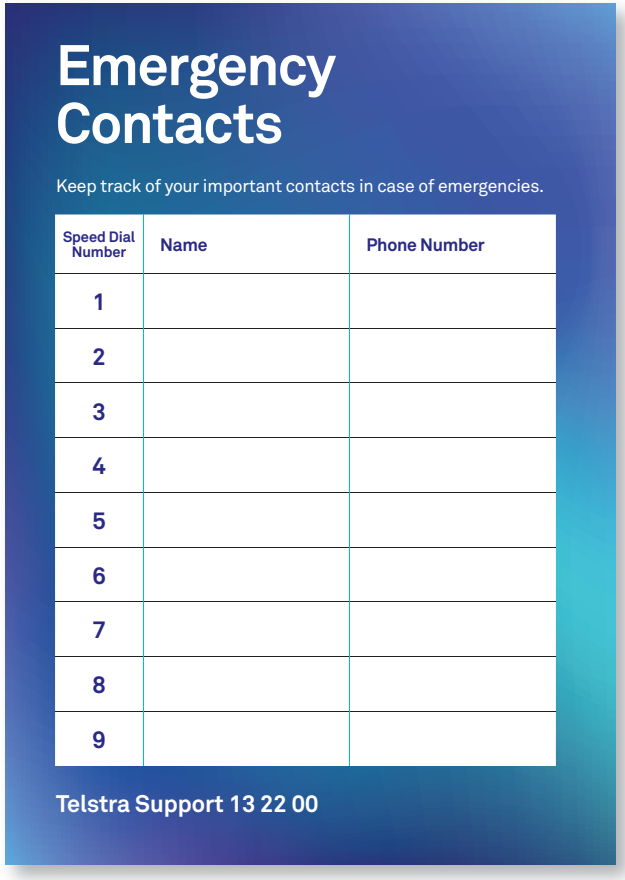
This means that for outgoing calls your phone will operate as usual, without you having to do a thing. The mobile service will switch back to standard operation when the phone line service is restored.

2. Battery back-up

Your phone comes with a battery installed. This is so your phone can automatically draw on the phone battery power in the event of a power outage. Your fully charged phone battery will remain operational for up to 8 hours in the event of a power outage.

Note: It is important that your phone is plugged into a power source at all times. This will ensure that your phone battery is fully charged when you need it.

Your Telstra Priority Assist Phone also comes with a magnetic Emergency Contacts card which can be used to write down your most important contacts for quick reference in case of emergencies.



Emergency Contacts

Keep track of your important contacts in case of emergencies.

Speed Dial Number	Name	Phone Number
1		
2		
3		
4		
5		
6		
7		
8		
9		

Telstra Support 13 22 00