



Getting to know your Telstra Easy Control Cordless Phone

Model TEC-C

General information

Guarantee

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To find out more information about your consumer rights if your device is faulty, please call us on 13 22 00 or go to

<https://go.telstra.com.au/helpandsupport/home-phone/> or <http://www.telstra.com/faultyproducts>

How to recycle your equipment

When the Telstra Easy Control Cordless reaches its end of life, it needs to be disposed of according to local laws and regulations, please contact the customer service helpline found in this user guide for information on how to dispose of the product free of charge.

Important safety instructions

Follow these safety precautions when using your phone to reduce the risk of fire, electric shock, and injury to persons or property:

Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.

Do not use while wet or while standing in water.

Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).

Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.

Never insert objects of any kind into the product

vents as that may result in fire or electric shock.

Unplug this product from the wall outlet before cleaning.

Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Do not disassemble this product. If service or repair work is required, contact the customer service helpline found in this user guide.

Do not overload wall outlets and extension cords.

Avoid using during an electrical storm. Use a surge protector to protect the equipment.

Do not use this phone to report a gas leak, especially if you are in the vicinity of the gas line.

Small metal objects may stick to the handset due to the presence of magnetic fields on the handset. Exercise caution when used where metal objects can be picked up.

Warning

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Cleaning

Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause static shock.

Technical Information

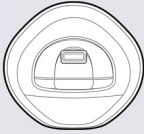
How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Telstra Easy Control Cordless has a REN of 0,2. A total REN of 3 is allowed. If the total REN of 3 is exceeded, the telephones may not ring. With different telephone types, there is no guarantee of ringing, even when the REN is less than 3.

What's in the box



Handset



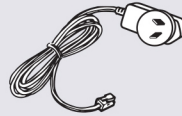
Charger



DECT hub



Telephone
line cord
(pre-installed)

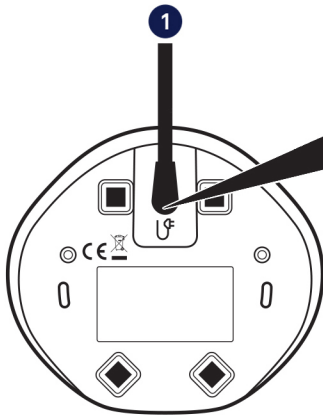


Mains power
adaptor x 2



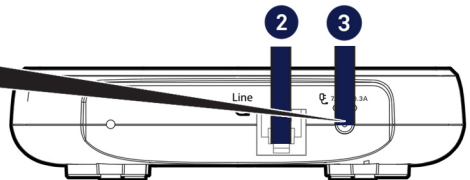
2x AAA Ni-MH 550mAh
rechargeable batteries
(already in handset)

1 Plug in



- 1 Plug the power adaptor into the charge cradle and the other end into the wall power socket.
- 2 Plug the telephone line cord into the DECT hub and the other end into the wall socket.

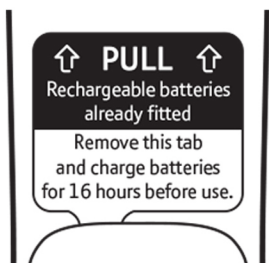
- 3 Plug the mains power adaptor into the DECT hub with the cable clipped in the groove provided. Plug the other end of the power adaptor into the wall power socket and switch on.



Important: Only use the mains power adaptors, cables and rechargeable batteries supplied in this box, or this product may not work. Any replacement rechargeable batteries must be the same type. Telstra accepts no responsibility for damage caused to your phone by using any other type of batteries.

2 Charge

- 1 Activate the batteries by pulling the plastic tab away from the bottom of the handset.
- 2 The handset will then check for a link with the base station. When it's found, follow the prompt to set the date and time on the phone. Place the handset on the base and let it charge for 16 hours.
- 3 After 16 hours, plug the phone line cord into the phone wall socket.



Important: you should charge the batteries for 16 hours before using the handset for the first time.



If you need to remove the batteries, open the battery compartment by sliding the cover off.

Your Easy Control Cordless is ready to use.

3 Using your phone


Making and receiving calls


Make and end a call

Press green  then dial the phone number. Press red  to end the call.



Answer a call

If Auto Pick-Up is set to **On**, lift the handset from base to answer the call.

If Auto Pick-Up is set to **Off**, lift the handset from base and press green  to answer the call.

If the handset is not on base you'll need to press green .

Mute









Press  during a call. Press  to return to your caller.

Handset volume and sound










Incoming speech volume

During a call, press  or  to increase or decrease the volume of your caller's voice.





Handset ringer volume

- 1 Press , scroll  to **Personal Set**, press .
- 2 **Handset Tone** is displayed, press .
- 3 **Ring Volume** is displayed, press .
- 4 Scroll  or  to adjust the volume, press  to save.

Handset ringtone









- 1 Press , scroll  to **Personal Set**, press .
- 2 **Handset Tone** is displayed, press .
- 3 Scroll  to **Ring Melody**, press .
- 4 Press  or  to hear ringtones, press  to save.

View or dial a number in Call list





- 1 The Call list stores details of the last 50 incoming calls.
- 2 Press . Press  or  to scroll through the list.
- 3 Press  to dial the number.

Nuisance Call Blocking

Block an incoming call according to your blacklist







- 1 Press , scroll down to **Call Block** and press  again. Enter the PIN (default 0000).
- 2 Scroll to **Blacklist** and press .
- 3 **Block Mode** is displayed. Press .
- 4 Scroll to the setting you require, either **Block all**, **Allow VIP** or **Block List** and press .
- 5 Scroll  or  to display **Always On** or **Start & end** and press . If you select **Start & end**, enter the block call start time and press **OK**, then enter the end time and press **OK**.

Block incoming calls from a number in your Call list







- 1 Press  to enter the Call List. Then scroll to the entry you want to block and press .
- 2 Scroll down to **Call Block**, press .
- 3 Screen will show the number that will be blocked. Press  and number will be blocked.


Nuisance Call Blocking

Block an incoming call by prefix in your Call list

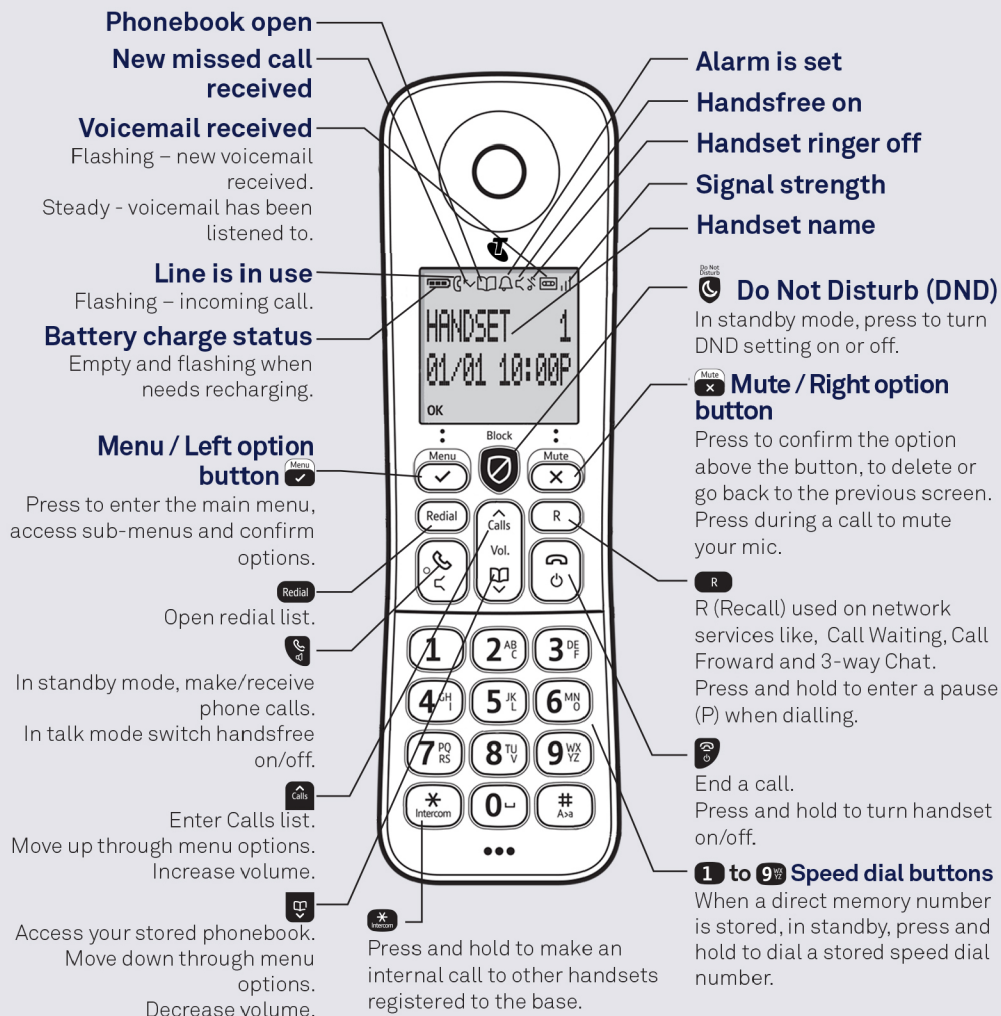
- 1 Press , scroll down to **Call Block** and press  again. Enter the PIN (default 0000).
- 2 Scroll to **Blacklist** and press .
- 3 Scroll to **Block number** and press .
- 4 Scroll to **Add new** and press .
- 5 **Enter number** is displayed. Enter the required number, for example to block Overseas calls you can then enter 0011 which is the prefix for Overseas calls. Enter 0011 then press  to save the prefix. You will hear the confirmation beep.

To activate the call block feature using the prefix you just entered:


- 1 Press , scroll down to **Call Block** and press  again. Enter the PIN (default 0000).
- 2 Scroll to **Blacklist** and press .
- 3 **Block Mode** is displayed. Press .
- 4 Scroll to **Block list** and press .
- 5 **Always on** is displayed. Press  to save.
- 6 You will hear the confirmation beep.

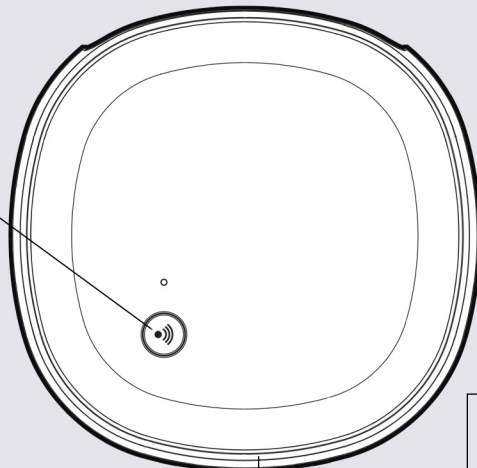
 **Important:** The call block feature will not work if the Block Mode is set to Off.

Handset buttons and display icons



DECT Hub button












Press to locate
handsets.




In use light

Green LED flashed when
the phone rings or the
handset is in use.


Using the menu

- Press  to open the main menu, scroll through using  or . When the menu you want is displayed, press . Press  or  to scroll through the sub menus and press  to select.
-  and  buttons let you select options displayed above the buttons on the display.
- Use  to exit a menu or go back.
- If no buttons are pressed for 30 seconds the handset will return to the idle screen.

Using the keypad

When entering letters you may need to press the same button a few times until the letter you want is displayed, e.g. press  once for **A**, twice for **B**, three times for **C**

To enter a space, press .









To toggle between upper and lower case characters, press and hold .






Connecting to the NBN™

If you need help connecting your cordless phone to the NBN call us on 1800 834 273 or go to www.telstra.com/NBNgatewaysetup





Phonebook

Store entry in phonebook (up to 50)

- 1 Press , then press  again. Scroll  to **New Entry**, press .
- 2 Enter name using keypad and press .
- 3 Enter phone number and press  to save.
- 4 **Add to VIP?** is displayed. Press  if you want to add to your VIP list, otherwise press . **Saved!** is displayed.

To save a number to your phonebook from the Calls list, press . Scroll to the number and press . **Save Number** is displayed, press . Enter name and press . Edit the number if required, press  to save.

Dial entry in phonebook

- 1 From the home screen, press .
- 2 Scroll  or  to display the entry and press  to dial.

Troubleshooting

Most problems can be fixed with a few simple checks.

Problem	Solution
Phone doesn't work	Have you activated the batteries correctly? Check that the mains power is correctly connected.
No dial tone	Only use the cables supplied. Make sure the telephone line cord is plugged in correctly.
You have a dial tone, but the phone will not dial out	If you are connected to a switchboard, check whether you need to dial an access code.
Handset not charging	Make sure the handset is turned on before placing on the base or charger to charge.
Can't make or receive calls	Check that the mains power is correctly connected. The batteries may need recharging.
Phone ringer does not ring	Check if ringer volume is switched off. Check if Call Block or DND is not active or switched on. When DND is switch on DoNotDisturb is displayed.

Need some help?

If you need help, call us on 13 22 00.
You can also go to <https://www.telstra.com.au/support/category/home-phone> for online support



telstra.com/fix



crowdsupport.telstra.com.au