TELSTRA
SMART HANDSET
CORDLESS
PHONE

Model TSH-C

RECOMMENDED FOR NBN

GETTING TO KNOW YOUR PHONE

Overview of your handset

Ring indicator LED

Earpiece

Display

Menu / OK

Back / Clear / Mute

Scroll Left / Contacts / Recall

Navigation key / Volume
Scroll Right / Redial key

Talk key / speaker phone

"End Call" / Power key / Exit

Navigation key / Volume /
Call list

Activating / deactivating
the handset ringer / Change case /
Pulse to tone dialling

Activating / deactivating
the key lock

Pause / Space key

Microphone
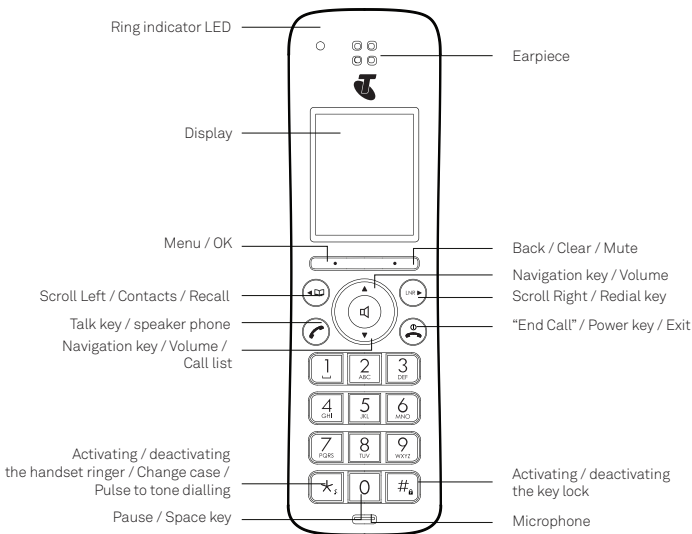
Symbol	Function
	Scroll left / Contacts / Recall - For scrolling left. Access to phonebook. Press and hold to use Recall feature when connected to a PABX, and with some Telstra Calling Features e.g. Call Waiting
▲	**Navigational key / Volume / Call List** - For scrolling up. In call volume adjustment during calls.
	Talk key/Speakerphone - Make or answer a call. Activate and deactivate hands-free during a call.

Asterisk key / Ringer on/off - For entering asterisks. Press and hold down to switch handset ringer on/off. When entering names, switch between upper and lower case lettering.

Redial – Open the redial list.

"End call"/Power Key - Press briefly to end a call or return to standby mode. Press and hold down to switch the handset on/off.

Navigational key / Volume / Call List - For scrolling down. Access to Call List. In call volume adjustment during calls.

Alphanumerical keypad - For dialling telephone numbers.

Hash key / Keypad lock - In standby mode press and hold to lock/unlock the keypad. For entering the hash symbol.

Space key – When entering name, insert space. While dialling, insert a dialling pause.

Handset display
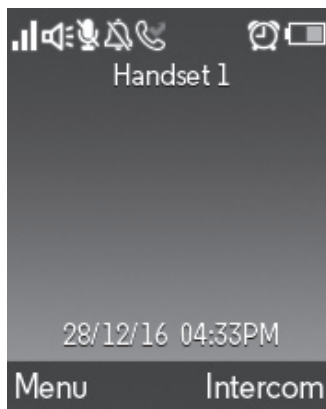
Display icons

Icon	Description
	Signal icon
	Displays when in hands-free mode
	Mute is activated
	Ringer is switched off
	Indicates a missed call
	Alarm is set
	Battery is fully charged
	Battery is partially charged
	Battery is running low
	Battery is almost fully discharged
	Battery is empty

Overview of the charger

Charging contacts ——————

WHAT'S INSIDE

SAFETY PRECAUTIONS

Your new Telstra Smart Handset - Cordless (TSH-C) phone is intended for use within Australia for connection to a gateway network. Please read the safety precautions and user guide carefully before installing the handset.

The user guide is a part of the product package and must be passed on to a new owner.

Caution: Warning/danger statement, follow safety precautions!
- The ambient temperature must be between 0 °C and 40 °C.
- Please note that the ringer for incoming calls as well as signal tones are emitted on the handset loudspeaker. Do not therefore hold the handset close to your ear while one of these functions is on, otherwise your hearing may be affected.
- Use only the following supplied power supply: S004AGS0750030
- This product requires an electrical supply of 100 - 240 volts AC.
- The mains power plug must always be easily accessible.
- To disconnect the device from mains, separate the plug from the wall socket first.

Rechargeable batteries
Use the two supplied rechargeable batteries:
1.2V AAA 750mAh Highpower

Using other rechargeable batteries or non-rechargeable batteries/primary cells can be dangerous and cause malfunctions in or damage to the telephone.

Product dimensions and weight (without battery)
Handset: (L) 175.0 x (W) 50.4 x (H) 31.5 / 132.4g

Charger: (L) 70.0 x (W) 70.0 x (H) 21.3 / 64.2g

Please Note:
- Do not immerse batteries in water or throw in the fire.
- Rechargeable batteries can become warm while recharging.
- This is normal and not dangerous.
- Do not use any other type of charger since this may damage the batteries.
- Before using the handset, **wearers of hearing aids should note** that radio signals can be picked up by the hearing aid and cause an unpleasant buzzing noise.
- Do not use your cordless handset in environments at risk from explosion (e.g. paintworks, petrol stations etc.)
- Do not position the handset in bathrooms or showers.
- The radio signals may influence the working of medical equipment.
- In the event of a power cut or if the batteries are discharged, your handset will not function!

- The handset must not be charged up without batteries or the battery cover in place.
- Do not touch open contacts.

Small Metal Objects

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.

Environmental impact

At the end of the product's life cycle, the telephone must not be disposed of in normal domestic waste. Please take it to a collection point for processing electrical and electronic equipment.

Some materials used in this product can be recycled if you take it to a recycling depot.

By recycling parts or raw materials from used products you will be making an important contribution to environmental protection. Please contact your local authority if you require information about collection points in your neighbourhood.

GETTING STARTED

IMPORTANT

Do not place your TSH-C phone in the bathroom or other humid areas.

HD Voice™ calls

HD Voice technology has revolutionised the telephone industry. Callers can now feel better connected. The rich quality of HD Voice ™ calls is more effective and offers a superior listening experience.

Location

You need to place your TSH-C phone charger within 2 metres of the mains power socket so that the cable will reach. The socket-outlet should be installed near the equipment and should be easily accessible.

Make sure that it is at least 1 metre away from other electrical appliances to avoid interference. Your TSH-C phone works by sending radio signals between the handset and gateway.

Handset range

The unit has a range of up to 300 metres outdoors when there is a clear line of sight between the gateway and handset. Any obstruction between the gateway and handset will reduce the range significantly. With the gateway indoors and the handset either indoors or outdoors, the range will normally be up to 50 metres. Thick concrete and stone walls can severely affect the range.

Signal strength

The ▮ icon on your handset indicates that you are within range of the gateway. When out of range of the gateway, the ▮ icon will show. If you are on a call, and the out of range tone is set to on, you will hear a warning beep.

The line will hang up if the handset moves out of range of the gateway. Move closer to the gateway and the handset will automatically reconnect.

Contents of the package

Handset

Mains power adaptor

Charger
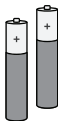
2 x AAA rechargeable batteries (already in handset)

Quick Start Guide

Setting up

IMPORTANT
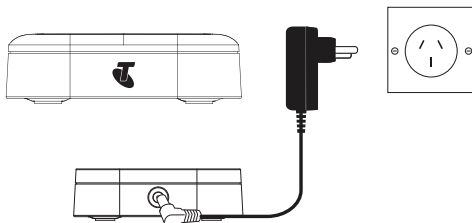
Use only the power adaptor supplied with the product.

Connecting the charger

1. Plug the power adaptor into the socket marked ⊑ 7.5V ▬ 0.3A ⊖⊙⊕ on the rear of the charger and plug the other end into the mains power wall socket. Switch on the mains power.

Power up the handset

1. The bottom part of the handset contains a battery compartment for housing two type AAA batteries.

2. Remove the battery cover from the back of the handset and insert the 2 x AAA NiMH rechargeable batteries supplied. Please note the '+' and '-' markings inside the battery compartment and insert in the correct direction.

① Press down
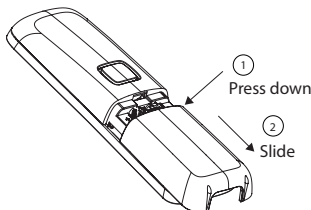
② Slide

3. Slide the battery cover back into place.

4. Place the handset on the charger to charge, see below.

Charging the batteries

If the battery charge status has reached its lower limit, the battery symbol (▭) is displayed and a warning signal is heard every 60 seconds while on a call.
You have only a few minutes of talk time left.

When charging, the ▭ icon will scroll on the display. Once charged scrolling will stop.

You can use the telephone for up to 17.5 hours with fully charged batteries. The handset has a standby time of up to 300 hours.

After you have inserted the batteries for the first time, the battery display will indicate the correct information on the charging status only after a complete charging cycle. Use only approved rechargeable batteries NiMH AAA. Never use disposable batteries/primary cells.

To keep your batteries in the best condition, leave the handset off the charger for a few hours at a time. Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of the rechargeable batteries will reduce with time, giving the handset less talk / standby time. Eventually it will need to be replaced.

Batteries and the handset may become warm during charging. This is normal.

Select a language

When the handset is first set up it will list the different languages, use ▼ to scroll to the required language and press **Select**.

Registering the handset

On the gateway:

1. Press the Pair button on the gateway for 5 seconds till the led flashes. Follow step 2 below.

On the handset:

2. If the handset is not registered to a gateway, press **Register**. The screen

displays **Registering** and once successful **Registered** will be displayed.

3. If the handset is already registered to another gateway, press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

4. Scroll ▼ to **Registration** and press **Select**.

5. **Register** is highlighted, press **Select**.

6. The screen displays **Registering** and once successful **Registered** will be displayed.

Note

A beep will be heard if the registration is successful. The handset is automatically assigned an available handset number. Use this number when making internal calls.

If registration is not successful the first time, please repeat the process again in case the gateway registration period ran out of time.

If you still cannot register a handset to the gateway please check how many handsets are already registered. The total number of handsets that can be registered to a gateway is dependent on the gateway.

Date and time

Note

The phone can be set so that the gateway or handset can be the clock master, once set this will sync across all handset.

If Clock Master is set to Base, the date and time is set automatically when registered to the gateway. See page 33.

If Clock Master is set to Handset, you can also set the date and time manually. See page 33.

1. Press **Menu**, scroll ▶ to **Clock & Alarm** and press **Select**.

2. **Date/Time** is highlighted. Press **Select**.

3. To change the date format, scroll ▼ to **Date Format** and scroll ◀ or ▶ to select either **DD/MM** or **MM/DD**.

4. Scroll ▲ to **Enter Date**, enter the date, e.g. when set to DD/MM, 27/08/20 for 27 August 2020 and press **Ok**.

5. Once the date is set, to change the time format, scroll ▼ to **Time Format** and scroll ◀ or ▶ to select either **12 Hours** or **24 Hours**.

6. Scroll ▲ to **Enter Time**, enter the time, e.g. when set to 24 Hours, 1430 for 2:30pm and press **Save**.
   If the current time format setting is 12 hour, scroll ◀ or ▶ to select **AM** or **PM**.

7. Press 📱 to return to standby.

Your TSH-C phone is now ready for use.

Navigating the menus

Your TSH-C phone has an easy to use menu system on the handset.

Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is in standby:

Scrolling through menus

1. From the standby screen, press **Menu**.
    The main menu is opened.

2. Use the ▲ / ▼ / 🔲 (◄) / 🖐 (►) keys to scroll through the menu.

3. Left softkey - press to action the corresponding word prompt shown in the lower left corner of the display.
    Right softkey - press to action the corresponding word prompt in the lower right corner of the display.

4. Press 🔲 to return to standby.

Menu map

Contacts
- Local Contacts
  - Add
  - Edit [1]
  - View [1]
  - Delete [1]
  - Delete All [1]
  - Predial [1]
  - Memory Status
- Base Contacts
  - Add
  - Edit [1]
  - View [1]
  - Delete [1]
  - Delete All [1]
  - Predial [1]

Call List
- Missed Call
- Outgoing Calls [2]
- Accepted Calls
- All Calls [2]

Clock & Alarm
- Date/Time
- Alarm

Call Features
- Voicemail
- Call Forward
- Call Waiting
- Call Return
- Voice Assistant
- Speed Dial

Handset Settings
- Sound
  - Ringer Volume
  - Ringtone
  - Key Beep
  - Out Range Tone
  - Cradle Tone
- Display
  - Contrast
  - Wallpaper
  - Backlight Timeout
- Language

- Registration
- Handset Name
- Auto Hang-up
- Auto Answer
- Handset Setback
- Handset Version

Advance Settings
- DECT Settings
  - Change PIN
  - Clock Master
  - ECO +
  - Base Version
  - Base Setback
- Internal Names
- Line Settings
- Line Selection

[1] These options will only be available if there is an entry stored.

[2] These options are dependent on the gateway.

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MAKING AND RECEIVING CALLS

Note

Your phone will automatically time the duration of all external calls, the call timer will display on the screen. When the call ends, the total duration of your talk time is shown for 1 second.

Switch the handset on / off

1. To power the handset off, press and hold ⬚ for about 5 seconds.

2. **Confirm?**,is displayed, press **Yes** to confirm or **No** to cancel.

3. Press ⬚ to turn the handset back on.

Calls

When making calls you can pre set the line selection to auto, manual or individual line selection, see page 36. The default setting is auto, when a call is made the gateway will automatically select the line.

1. Press 📞.

2. Dial the number.
   If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**, then dial the number.

3. Press 📞 again to switch to hands-free call.

Preparatory dialling

1. Dial the number first. If you make a mistake press **Clear** to delete the last digit.

2. Press 📞 to dial.
   If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.

3. Press 📞 again to switch to hands-free call.

Make a call using speed dial keys

1. Press and hold the relevant keypad number, press 📞 the number will be dialled automatically.
   If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.

Note

To assign a speed dial number, see page 27.

End a call

Press 📞, or place the handset back on the charger.

Note

You can end calls simply by placing the handset on the charger. To turn this feature off, see Auto hang-up, see page 31 .

Receive a call

When you receive an external call, the phone rings, 📞, the line information and the phone number (or name if stored in the phonebook) is displayed.

1. Press 📞 to answer the call and press 📞 again to switch to hands-free.

Note

If you prefer for the call to be automatically answered when you lift the handset off the charger, you will need to switch Auto answer on, see   page 31 .

Adjust the earpiece or hands-free volume

1. During a call, press ▲ to increase and ▼ to decrease the volume level. There are 5 levels to choose from, volumes 1-5.

Adjust the ringer volume

In standby, press ▲ and then scroll ▲ or ▼ to select the desired volume level.

While the phone is ringing, press ▲ or ▼ to select the desired volume level.

Press and hold ⊛ in standby to turn the ringer off. Press and hold again to turn the ringer back on.

Mute

1. During a call press **Mute**, 🎤 is displayed.

2. To turn mute off, press **Unmute**.

Hold

You can place your caller on hold. When on hold the 📞 icon will be red.

1. During a call press **Option, Hold** is highlighted, press **Select**.

2. To turn hold off, press **Option**, **Unhold** is highlighted, press **Select**.

Intercom, second calls, transferring calls and conference calls

Making an internal call

If more than one handset is registered to the gateway, an internal call can be made between handsets and a second call can also be made.

1. If 2 handsets are registered to the gateway, press **Intercom** and the other handset rings automatically.

2. If 2 or more handsets are registered to the gateway, press **Intercom** and scroll
▼ to select the handset that is to be called, press **Select**.

Receiving an internal call

When an internal call is received, the handset name or number that is calling is
displayed.

1. Press **Silence** to stop the handset ringing.

2. Press **Reject** to reject the call.

3. Press 📞 to answer the call.

Making a second call

When on an internal or external call you can make a second internal or external
call without ending the first call.

Second internal call

During a call:

1. Press **Option** and scroll ▼ **Intercom** and press **Select**.

2. If 3 handsets are registered to the gateway the other handset rings
automatically.

3. If 3 or more handsets are registered to the gateway, scroll ▼ to select the
handset that is to be called, or select **All Handsets** to ring all handsets, press
Select.

4. When the third handset answers you can have an internal conversion.

5. Press **Option**, then scroll ▲ or ▼ to the required option.
Switch Calls - to switch between the 2 calls.
Conference - to join the 2 calls to make a 3-way call.
Transfer - to transfer the call to the second handset.
Release Active - to end the active call.

Second external call

During a call:

1. Press **Option** and scroll ▼ to **Add Call**, press **Select**.

2. You can then either:
Dial the number manually.
Press 📖 - to dial a number in the phonebook.
Press ▼ - to dial a number in the Call List.

Press **Dial** to dial.

3. If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.

4. When the second call answers you can have a conversion.

5. Press **Option**, then scroll ▲ or ▼ to the required option.
   Switch Calls - to switch between the 2 calls.
   Conference - to join the 2 calls to make a 3-way call.
   Transfer - to transfer the call to the second handset.
   Release Active - to end the active call.

Conference calls

If intrusion calls is set to allowed, see page 36, when a handset is on a call a 2nd handset can initiate a conference call. Press 📞 on the 2nd handset and it will take the same line and a conference call will begin.

Transferring calls

If when transferring calls the 2nd handset doesn't answer then you can press **Option, Transfer** is highlighted, press **Select** to transfer the call to the second handset unannounced.

Receiving a second call (call waiting)

When on an internal or external call you can receive a second internal or external call without ending the first call.

When there is a second call the call waiting screen will be displayed, you can either press **Accept** to accept the second call and put your 1st caller on hold or **Reject** to reject the second call.

If the call is accepted, press **Option**, then scroll ▲ or ▼ to the required option.
Switch Calls - to switch between the 2 calls.
Conference - to join the 2 calls to make a 3-way call.
Transfer - to transfer the call to the second handset.
Release Active - to end the active call.

Lock/unlock the keypad
The keypad can be locked so that it cannot be operated accidentally.

Note

When the keypad is locked an incoming call can still be answered and the handset will operate as normal. When the call ends, the keypad lock comes on again.

1. Press and hold 🔘#, **Keys Locked** is displayed.

2. Press and hold 🔘# again to unlock the keypad.

PHONEBOOK

The handset gives you access to 2 phonebooks:
Local contacts - The contacts are saved locally on the handset.
Base contacts - The contacts are saved on the gateway. All the handsets registered to the gateway can access these shared contacts.

The local phonebook can store up to 100 contacts. Names can be up to 16 characters and numbers up to 24 digits. The number of contacts in the gateway, is dependent on the gateway the handset is registered to.

Every entry contains a first and last name and up to 3 telephone numbers (e. g. home, mobile, office).

There are 2 ways to enter the phonebooks, either press 📖 to go directly to the last phonebook accessed, then press 📖 to switch between base and local contacts, or you can go through the handset menu.

Store a name and number

If the TSH-C is connected to a switchboard, you may need to enter a pause in a number. This gives the switchboard time to find an outside line. A pause is normally stored after the switchboard access code (e.g. 9). When storing a number, press and hold ⓪ until the display shows P. You can then continue storing the phone number.
If you wish to display the name of your caller instead of the number, save the full telephone number including the area code to your phonebook.

1. Press **Menu**, **Contacts** is displayed, press **Select**.

2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

3. Press **Option**, **Add** is highlighted, press **Select**.

4. **First Name** is highlighted, enter the first name.

5. Scroll ▼ to **Last Name**, enter the last name.

6. Scroll ▼ to select the number category you want to store the number under, either **Home**, **Mobile** or **Office**.

7. Enter the number and press **Save**.

8. Press 📞 to return to standby.

Note
Cancel storing an entry by pressing 📞 at any time during the process.

ENTERING NAMES

Use the alphanumeric keypad to enter names in the phonebook.

For instance to enter the name Paul

P Press ⑦ once

A Press ② once

U   Press $\boxed{8}$ twice

L   Press $\boxed{5}$ three times

To enter a space, press $\boxed{0}$

WRITING TIPS

To change the text from Abc to ABC, abc or 123, press $\boxed{*}$.

Press ◄ or ► to move between characters/digits.

Press **Clear** to delete a character, or press and hold **Clear** to delete all characters.

View the details or dial an entry

1. Press **Menu**, **Contacts** is displayed, press **Select**.

2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

3. Scroll ▲ or ▼ to the entry you want or search alphabetically.

3. Press 📞 to dial.
   If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto**
   or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or
   ▼ to the desired line and press **Select**.

4. Or to see the details, press **Option** scroll ▼ to **View** and press **Select**.

Edit a name and number

1. Press **Menu**, **Contacts** is displayed, press **Select**.

2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

3. Scroll ▲ or ▼ to the entry you want or search alphabetically and press **Option**.

4. Scroll ▼ to **Edit** and press **Select**.

5. **First Name** is highlighted, press **Clear** to delete a character, or press and hold
   Clear to delete all characters. Edit the name.

6. Scroll ▼ to **Last Name**, press **Clear** to delete a character, or press and hold
   Clear to delete all characters. Edit the name.

7. Scroll ▼ to the number you want to edit, press **Clear** to delete a digit, or press
   and hold **Clear** to delete all digits. Edit the number and press **Save**.

8. Press 🔘 to return to standby.

Delete an entry

1. Press **Menu**, **Contacts** is displayed, press **Select**.

2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

3. Scroll ▲ or ▼ to the entry you want or search alphabetically and press **Option**.

4. Scroll ▼ to **Delete** and press **Select**.

5. Display shows **Delete?**.

6. Press **Yes** to confirm or **No** to cancel.

7. Press ⌨ to return to standby.

Delete all entries

1. Press **Menu**, **Contacts** is displayed, press **Select**.

2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

3. Press **Option**, scroll ▼ to **Delete All** and press **Select**.

4. Display shows **Delete All?**.

5. Press **Yes** to confirm or **No** to cancel.

6. Press ⌨ to return to standby.

Predial an entry

1. Press **Menu**, **Contacts** is displayed, press **Select**.

2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

3. Scroll ▲ or ▼ to the entry you want or search alphabetically and press **Option**.

4. Scroll ▼ to **Predial** and press **Select**.

5. If the entry has more than one number stored, ▼ to the number you require, press **Select**.

6. The number is displayed.

7. Press 📞 to dial.
   If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.

Check the memory status (Local contacts only)

You can check how much phonebook memory you have on your phone.

1. Press 📖.

2. Press **Option** and scroll ▲ to **Memory Status** and press **Select**. The display shows the number of used phonebook entries.

3. Press ⌨ to return to standby.

CALLER ID AND CALL LIST

Provided the identity of the caller is not withheld, the number of the caller will be displayed together with the date and time of the call (if provided by the network). A subscription to this service may be required.

Note
If the caller's number is stored in your phonebook along with a name, when you receive a call the name will also be displayed.

New calls alert

When you have new missed calls (incoming calls that you haven't answered), the display shows **X Missed Call(s)** and the 📞 icon flashes.

Note
You can either enter the Call List by pressing ▼ or through the handset menu.

Dial a number in the Call List

1. Press ▼ , scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls**, **Accepted Calls, All Call**) you want.

2. Press **Select**, the most recent number or name if stored in the phonebook is highlighted.

3. Scroll ▲ or ▼ to the entry you want to dial.

4. Press 📞 scroll ▲ or ▼ to select the desired line and press **Select**.

Copy a Call List number to the phonebook

1. Press ▼ , scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls**, **Accepted Calls, All Call**) you want.

2. Press **Select**, the most recent number or name if stored in the phonebook is highlighted.

3. Scroll ▲ or ▼ to the entry you want and press **Option**.

4. **Save Number** is highlighted, press **Select**.

5. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.

6. Scroll ▼ to select the number category you want to store the number under, either **Home, Mobile**, or **Office** and press **Select**.

7. **First Name** is highlighted, enter the first name and scroll ▼ .

8. **Last Name** is highlighted, enter the last name and press **Save**.

9. Press 👤 to return to standby.

View the details of an entry

1. Press ▼ , scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls**, **Accepted Calls, All Call**) you want.

2. Press **Select**, the most recent number or name if stored in the phonebook is displayed.

3. Scroll ▲ or ▼ to the entry you want and press **Option**.

4. Scroll ▼ to **View** and press **Select**. The number (and name if stored in the phonebook), and the time and date of the call are displayed.

5. Press 🔘 to return to standby.

Delete an entry

1. Press ▼ , scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls**, **Accepted Calls, All Call**) you want.

2. Press **Select**, the most recent number (or name if stored in the phonebook) is displayed.

3. Scroll ▲ or ▼ to the entry you want and press **Option**.

4. Scroll ▼ to **Delete** and press **Select**. The display shows **Delete?**.

5. Press **Yes** to delete or **No** to cancel.

6. Press 🔘 to return to standby.

Delete the entire Call List

1. Press ▼ , scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls**, **Accepted Calls, All Call**) you want.

2. Press **Select**, the most recent number (or name if stored in the phonebook) is displayed.

3. Press **Option**, scroll ▼ to **Delete All** and press **Select**. The display shows **Delete All?**.

4. Press **Yes** to delete or **No** to cancel.

5. Press 🔘 to return to standby.

Predial an entry in the Call List

1. Press ▼, scroll ▲ or ▼ to highlight the Call List (**Missed Calls** , **Outgoing Calls** , **Accepted Calls, All Call**) you want.

2. Press **Select**, the most recent number (or name if stored in the phonebook) is displayed.

3. Scroll ▲ or ▼ to the entry you want and press **Option**.

4. Scroll ▼ to **Predial** and press **Select**. The number is displayed.

5. Press 📞 to dial.
   If the line selection is set to manual, press 📞 scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.

CLOCK AND ALARM

If you have subscribed to your network's Caller ID service, if Clock Master is set to Base the gateway automatically sets the date and time of the handset when registered. If the Clock Master is set to handset, you can also manually set the time on the individual handsets.

Set the date and time

1. Press **Menu**, scroll ▶ to **Clock & Alarm** and press **Select**.

2. **Date/Time** is highlighted. Press **Select**.

3. To change the date format, scroll ▼ to **Date Format** and scroll ◀ or ▶ to select either **DD/MM** or **MM/DD**.

4. Scroll ▲ to **Enter Date**, enter the date, e.g. when set to DD/MM, 27/08/20 for 27 August 2020 and press **Ok**.

5. Once the date is set, to change the time format, scroll ▼ to **Time Format** and scroll ◀ or ▶ to select either **12 Hours** or **24 Hours**.

6. Scroll ▲ to **Enter Time**, enter the time, e.g. when set to 24 Hours, 1430 for 2:30pm and press **Save**.
   If the current time format setting is 12 hour, scroll ◀ or ▶ to select **AM** or **PM**.

7. Press 🔘 to return to standby.

Set the alarm

1. Press **Menu**, scroll ▶ to **Clock & Alarm** and press **Select**.

2. Scroll ▼ to **Alarm** and press **Select**.

3. Activation is highlighted, scroll ◀ or ▶ to **Off**, **Once** or **Daily**.

4. Scroll ▼ to highlight **Enter Time**.

5. Enter the time (HH:MM).
   If the current time format setting is 12 hour, scroll ◀ or ▶ to select **AM** or **PM**.

6. Scroll ▼ to highlight **Ringtone** ◀ or ▶ to select the desired ringtone and press **Save**.

7. Press 🔘 to return to standby.

Notes

If the alarm is set to **Once**, 🕓 will disappear from the screen after the alarm has sounded once.

If the alarm is set to **Daily**, 🕓 will remain on the screen after the alarm has sounded.

When the alarm rings, press **Off** or 🔘 to stop the ring.

CALL FEATURES

Add a speed dial number

1. Press **Menu**, scroll ▼ to **Call Features** and press **Select**.

2. Scroll ▼ to **Speed Dial** and press **Select**.

3. Scroll ▲ or ▼ to select the key where you want to store the number, press **Select**.
   If the entry is empty **No Number** will be displayed, press **Edit**.

4. **Name** is highlighted, enter the name and scroll ▼ to highlight **Number**.

5. Enter the number and press **Save**.

6. Press (☺) to return to standby.

Note

To dial a speed dial number, see

Edit / Delete a speed dial number

1. Press **Menu**, scroll ▼ to **Call Features** and press **Select**.

2. Scroll ▼ to **Speed Dial** and press **Select**.

3. Scroll ▲ or ▼ to select the key where the number is stored, press **Select**.

4. **Name** is highlighted, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Edit the name if necessary.

5. Scroll ▼ to the number, press **Clear** to delete a digit, or press and hold **Clear** to delete all digits. Edit the number if necessary and press **Save**.

6. Press (☺) to return to standby.

HANDSET SETTINGS

Sound

Ringer volume

The ring volume can be set to different volume levels. Choose from 5 volume levels or Off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. **Ringer Volume** is highlighted. Press **Select**.
4. Scroll ▲ or ▼ to the volume you require and press **Select**.
5. Press 🔘 to return to standby.

Ringer melody

Different ringer melodies of the handset can be set. Choose from 10 different ringer melodies. While scrolling a sample ring will be heard for each melody.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. Scroll ▼ to **Ringtone** and press **Select**.
4. Scroll ▲ or ▼ to the ringtone you require and press **Select**.
5. Press 🔘 to return to standby.

Key beep

When you press a button on the TSH-C phone handset, you will hear a beep. You can switch this beep on or off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. Scroll ▼ to **Key Beep** and press **Select**.
4. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
5. Press 🔘 to return to standby.

Out of range tone

When on a call if you move out of range of the gateway, you will hear a beep. You can switch this tone on or off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.

3. Scroll ▼ to **Out Range Tone** and press **Select**.

4. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.

5. Press 🔘 to return to standby.

Cradle tone

When you place the handset on the charger, you will hear a beep. You can switch this beep on or off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. **Sound** is highlighted. Press **Select**.

3. Scroll ▼ to **Cradle Tone** and press **Select**.

4. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.

5. Press 🔘 to return to standby.

Display

Display contrast

You can set the display contrast on the handset screen.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Display** and press **Select**.

3. **Contrast** is highlighted. Press **Select**.

4. Scroll ▲ or ▼ to the contrast you require and press **Select**.

5. Press 🔘 to return to standby.

Wallpaper

Select from 4 different wallpapers for your handset or set to no wallpaper.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Display** and press **Select**.

3. Scroll ▼ to **Wallpaper** and press **Select**.

4. Scroll ▲ or ▼ to the wallpaper you require and press **Select**.

5. Press 🔘 to return to standby.

Display backlight

You can set the amount of time before the backlight turns off.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Display** and press **Select**.

3. Scroll ▼ to **Backlight Timeout** and press **Select**.

4. Scroll ▲ or ▼ to the time you require and press **Select**.

5. Press 👤 to return to standby.

Language

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Language** and press **Select**.

3. Scroll ▲ or ▼ to the language you require and press **Select**.

4. Press 👤 to return to standby.

Registration

On the gateway:

1. Press the Pair button on the gateway for 5 seconds till the led flashes. Follow set 2 below.

On the handset:

2. If the handset is not registered to a gateway, press **Register**. The screen displays **Registering** and once successful **Registered** will be displayed.

3. If the handset is already registered to a gateway, press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

4. Scroll ▼ to **Registration** and press **Select**.

5. **Register** is highlighted, press **Select**.

6. The screen displays **Registering** and once successful **Registered** will be displayed.

Note

A beep will be heard if the registration is successful. The handset is automatically assigned an available handset number.

If registration is not successful the first time, please repeat the process again in case the gateway registration period ran out of time

If you still cannot register a handset to the gateway please check how many handsets are already registered. The total number of handsets that can be registered to a gateway is dependent on the gateway.

De-registering a handset

A handset can cancel any handset registered to the same gateway. This allows the handset to end the wireless connection with the system.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Registration** and press **Select**.

3. Scroll ▼ to **Unregister** and press **Select**.

4. Enter the PIN and press **Ok**.

5. Scroll ▲ or ▼ to the handset that you want to de-register and press **Select**.

6. The display shows **Unregister?**, press **Yes** to de-register or **No** to cancel.

7. Press 📱 to return to standby.

Handset name

A personalized name can be set for each handset to easily distinguish between them. A name can be up to 16 characters.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Handset Name** and press **Select**.

3. The handset name is displayed, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Enter the new name and press **Save**.

4. Press 📱 to return to standby.

Auto hang-up

The phone is set to end calls by placing the handset on the charger. This feature can be switched off so that calls can only be ended by pressing 📱.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Auto Hang-up** and press **Select**.

3. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.

4. Press 📱 to return to standby.

Auto answer

The phone is set to answer calls by pressing 📞 if you would rather be able to answer the call by lifting the handset off the charger you will need to turn this feature on.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Auto Answer** and press **Select**.

3. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.

4. Press 📱 to return to standby.

Restore to default settings

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Handset Setback** and press **Select**.

3. **Confirm?** is displayed, Press **Yes** to confirm or **No** to cancel.

4. Press 📱 to return to standby.

Handset version

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Handset Version** and press **Select**.

3. The software version will be displayed.

4. Press ⌨ to return to standby.

Upgrade handset software

You can upgrade the handset to the latest software, this can be checked manually or the handset checks for new software every time it is switched on or at 12:00am everyday and sends a notification. The gateway may also send a notification.
It is recommended that the battery shows at least 2 bars before upgrading software

Manually

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

2. Scroll ▼ to **Handset Version** and press **Select**.

3. Press **Upgrade**, the screen will either display **SW Up to Date** or **New SW Available**, if there is new software available press **Upgrade**, once the upgrade is complete the handset will reboot.

Base or handset notification

1. When new software is available, **New SW available** will display on the standby screen.

2. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.

3. Scroll ▼ to **Handset Version** and press **Select**.

4. Press **Upgrade**, the screen will either display **New SW Available**, press **Upgrade**, once the upgrade is complete the handset will reboot.

ADVANCE SETTINGS

Advanced settings availability are dependent on the CAT-iq gateway that is being used.

DECT settings

Change PIN

Some functions are protected by a 4 digit PIN code which must be entered if the settings are changed. The default depends on the gateway. The PIN can be changed to a preferred number.

When entering a PIN, the digits are shown as ****

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. **DECT Settings** is highlighted. Press **Select**.

3. **Change PIN** is highlighted. Press **Select**.

4. Enter the old PIN and press **Ok**.

5. Enter the new PIN and press **Ok**.

6. Re-enter the new PIN and press **Save**.

7. Press ⬚ to return to standby.

Clock master

The phone can be set so that the gateway or handset can be the clock master, once set this will sync across all handset.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. **DECT Settings** is highlighted. Press **Select**.

3. Scroll ▼ to **Clock Master** and press **Select**.

4. Scroll ▲ or ▼ to **Base** or **Handset** and press **Select**.

5. Press ⬚ to return to standby.

ECO plus

You can set the gateway Eco+ mode via this menu, and the transmission power method depends on the gateway.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. **DECT Settings** is highlighted. Press **Select**.

3. Scroll ▼ to **ECO +** and press **Select**.

4. Scroll ▲ or ▼ to **De-activate** or **Activate** and press **Select**.

5. Press ⬚ to return to standby.

Base version

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. **DECT Settings** is highlighted. Press **Select**.

3. Scroll ▼ to **Base Version** and press **Select**.

4. The Firmware, EEPROM and Hardware Versions will be displayed.

5. Press 👤 to return to standby.

Restore to default settings

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. **DECT Settings** is highlighted. Press **Select**.

3. Scroll ▼ to **Base Setback** and press **Select**.

4. **Confirm?** is displayed, Press **Yes** to confirm or **No** to cancel.

5. Press 👤 to return to standby.

Internal names

This will show you the handsets registered to the gateway.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. Scroll ▼ to **Internal Names** and press **Select**.

3. Scroll ▲ or ▼ to the required handset and press **Option**.

    Dial - to intercom the selected handset.

    Edit - to prevent a call from the selected handset being intercepted, and edit the handset name.

    Delete - to unregister the selected handset.

4. Press 👤 to return to standby.

Line settings

Line name

If you have multiple lines, each line can have a different name.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. Scroll ▼ to **Line Settings** and press **Select**.

3. Enter the PIN and press **Ok**.

4. Scroll ▲ or ▼ to the required line and press **Option**.

5. **Line Name** is highlighted, press **Select**.

6. The line name is displayed, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Enter the new name and press **Save**.

7. Press ⊘ to return to standby.

Line ID

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Line ID** and press **Select**.
6. The line ID is displayed.
7. Press ⊘ to return to standby.

Attached handset

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Attached Handset** and press **Select**.
6. Scroll ▲ or ▼ to the required handset.
7. Then scroll ◀ or ▶ to the check or uncheck the handset and press **Save**.
8. Press ⊘ to return to standby.

Multi call mode

You can set the gateway to single call or multiple calls mode.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Multi Call Mode** and press **Select**.
6. Scroll ▲ or ▼ to **Single** or **Multiple** and press **Select**.
7. Press ⊘ to return to standby.

Intrusion call

When intrusion is set to allow if a call is in progress a second handset can connect without being invited, creating a 3-way call.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. Scroll ▲ to **Line Settings** and press **Select**.

3. Enter the PIN and press **Ok**.

4. Scroll ▲ or ▼ to the required line and press **Option**.

5. Scroll ▼ to **Intrusion Call** and press **Select**.

6. Scroll ▲ or ▼ to **Not Allowed** or **Allowed** and press **Select**.

7. Press 🔘 to return to standby.

Line selection

When making calls you can pre set the line selection to auto, manual or individual line selection.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.

2. Scroll ▼ to **Line Selection** and press **Select**.

3. Scroll ▲ or ▼ to select **Manual**, **Auto** or the desired named line and press **Select**.

4. Press 🔘 to return to standby.

Default settings

Phonebook	Unchanged
Ring volume	3
Ring tones	1
Key tone	On
Out of range tone	Off
Cradle tone	On
Handset name	Supplied by the gateway
Date & time	01-01-2016, 00:00
Auto answer	Off
Auto hang-up	On
Alarm	Off
Call list	gateway dependent
Redial list	gateway dependent
Receiver/speaker volume	3
Line selection	Auto
Speed dial	Unchanged

HELP

No dial tone
- Check that the gateway is connected to the network properly.
- Check that the mains power is connected properly.

No display
- Check that the batteries are inserted correctly and fully charged. Use only approved rechargeable batteries supplied.
- Check that the handset is switched on. Press and hold [icon].
- Reset the unit by removing the batteries and disconnecting the mains power. Wait for around 15 seconds before connecting it again.
- Allow up to one minute for the handset and gateway to synchronize.

LCD and key backlight does not light up during operation
- Battery charge is low. Fully charge the batteries.

Signal icon is not white
- Handset is out of range. Move closer to the gateway.
- Check that the mains power is connected properly.

Keypad does not seem to work
- Check that the keypad lock is not on.

Battery icon is not scrolling during charge
- Adjust the handset slightly on the charger.
- Clean the charging contacts with a cloth moistened with alcohol.
- Check that the charger power is connected properly.
- The battery is full. The battery icon will appear steadily on the display.

No Caller Display
- Check with the network operator.
- The caller may have withheld their number.
- The record cannot be found in the phonebook.
- Check that the correct name/number is stored in the phonebook, with the full area code.

Cannot register a handset to the gateway
- The number of handsets that can be registered is dependent on the gateway. Check that correct PIN code (default is dependent on the gateway) has been entered.
- Check that the handset and gateway are at least one metre away from other electrical equipment to avoid interference when registering.

Handset does not ring
- The handset ringer volume may be set to Off.

Noise interference on my phone or on other electrical equipment nearby

Place the phone at least one metre away from electrical appliances or any metal obstructions to avoid any risk of interference.

APPENDIX

Care

Your telephone is a sophisticated product in terms of design and construction, and should therefore be handled with care.

To clean the telephone, wipe first with an antistatic cloth or a damp, soft leather cloth and then dry using a dry cloth.

Disposing of the rechargeable battery

All used batteries must be recycled and should not disposed of in domestic waste. Please dispose of them according to the official regulations. Take them to a recycling depot. The batteries will be recycled since they may, for example, contain lithium (Li), nickel cadmium (Ni - Cd), lead (Pb), cadmium (Cd) or mer- cury (Hg). The batteries are labelled with symbols and information on their contents, e.g.:

Warranty conditions

Your TSH-C phone comes with a manufacturer's warranty of 24 months from the date of purchase.

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