Getting to know your Telstra TSH-D Desktop Phone

Getting to know your phone

Overview of your phone

Softkey left
Calls List
Handset
Ringer on/off
Volume +
Volume -
Navigation key left
Navigation key down

RINGER OFF   CALLS

Recall
Softkey right
Back
One-touch Memories
Phonebook
Redial
Navigation key right
Navigation key up
Message Bank
Mute
Handsfree

VOL. +   VOL. −   REDIAL

M1   M2   M3   M4   M5   M6

MESSAGE BANK   MUTE

HANDSFREE

Phone display

Display icons

📶	Signal icon
🔊	Displays when in hands-free mode
🎙️	Mute is activated
🔕	Ringer is switched off
📞	Indicates a missed call
⏰	Alarm is set

What's inside

Safety precautions

Your new Telstra TSH-D phone is intended for use within Australia for connection to a Telstra Smart Modem. Please read the safety precautions and user guide carefully before installing the phone. 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 phone loudspeaker. Do not therefore hold the phone close to your ear while one of these functions is on, otherwise your hearing may be affected.
- 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.

Please Note:

- Before using the phone, **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 phone in environments at risk from explosion (e.g. paintworks, petrol stations etc.)
- Do not position the phone 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 phone will not function!
- The phone must not be charged up without batteries or the battery cover in place.
- Do not touch exposed metal contacts.

Small Metal Objects

Small metal objects may stick to the phone due to the presence of magnetic fields on the phone.

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 phone in the bathroom or other humid areas.

Location

You need to place your 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 phone works by sending radio signals between the phone and gateway.

Phone range

The unit has a range of up to 300 metres outdoors when there is a clear line of sight between the gateway and phone. Any obstruction between the gateway and phone will reduce the range significantly. With the gateway indoors and the phone 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 phone indicates that you are within range of the modem When out of range of the modem, the icon will show.

Compatible modems

The TSH-D is compatible with Telstra Smart modems Gen 1 and Gen 2. It supports the DECT GAP standard and may work on other modems but not all functions may be supported.

Contents of the package
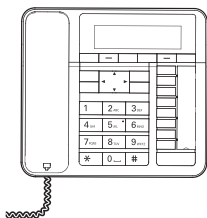
TSH-D Desktop Phone with Handset Cord   Power adaptor   Headset cord   Quick Start Guide
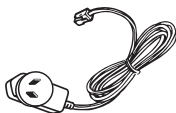
Setting up

IMPORTANT

Use only the power adaptor supplied with the product.

Connecting the power adaptor

1. Plug the power adaptor into the socket marked ⬚ 6.0 v ⎓ ⊖⦿⊕ on the rear of the phone and plug the other end into the mains power wall socket. Switch on the mains power.
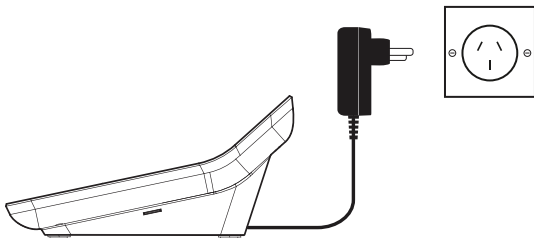
Power up the phone

Select a language

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

Registering the phone

On the modem

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

On the phone

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

3. If the phone is already registered to another modem, press **Menu**, scroll ▼ to **Phone 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 phone is automatically assigned an available phone number. Use this number when making internal calls.

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

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

Date and time

Note

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

If Clock Master is set to Base, the date and time is set automatically when registered to the modem. See page 26.

If Clock Master is set to phone, you can also set the date and time manually. See page 26.

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

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

3. **Enter Date** is selected. Enter the date, e.g. when set to DD/MM, 27/08/19 for 27 August 2019 and press **Ok**.

4. To change the date format, scroll ▼ to **Date Format** and scroll ◄ or ► to select either **DD/MM** or **MM/DD**.

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 ▲ or ▼ 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 **BACK** button to return to standby.

Your phone is now ready for use.

Navigating the menus

Your phone has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the following page.
When the phone 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 **:** key to action the corresponding word prompt shown in the lower left corner of the display.
    Right softkey - press **:** key to action the corresponding word prompt in the lower right corner of the display.

4. Press **BACK** button 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
Phone Settings
Sound
  Ringer Volume
  Ringtone
  Key Beep
  Out Range Tone
  Cradle Tone
Display
  Contrast
  Wallpaper
  Backlight Timeout
Language

Registration
Phone Name
Auto Hang-up
Auto Answer
Phone Setback
Phone 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.

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 phone on/off

1. To power the phone off, switch the powerpoint off then remove AC power socket from the phone.
2. To power the phone on, plug the AC adaptor into the phone, then plug the opposite end into the powerpoint, and switch 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 **HANDSFREE** or pick up the phone.

2. Dial the number.
   If the line selection is set to manual, press **HANDSFREE** and 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 **HANDSFREE** 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 **HANDSFREE** or pick up the phone.
   If the line selection is set to manual, press **HANDSFREE** and 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 **HANDSFREE** to switch to hands-free call.

Make a call using speed dial keys

1. Press and hold the relevant keypad number, pick up the phone or press **HANDSFREE** the number will be dialled automatically.
   If the line selection is set to manual, press **HANDSFREE**,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.

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. Pick up the phone or press **HANDSFREE** to answer the call.
2. To end a call replace phone or press **HANDSFREE**.

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 **VOL.+** or **VOL.-** to select the desired volume level.
While the phone is ringing, press **VOL.+** or **VOL.-** to select the desired volume level.

Mute

1. During a call press **MUTE** button or select on screen to mute.
2. To turn mute off, press on the screen, or press **MUTE** button again to unmute.

Hold

You can place your caller on hold.

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 phone is registered to the modem, an internal call can be made between phones and a second call can also be made.
You can register multiple TSH-D phones or compatible cordless phones.
Each product will be allocate a specific **HANDSET #**.

1. If 2 phones are registered to the modem, press **Intercom** and the other phone rings automatically.
2. If 2 or more phones are registered to the modem, press **Intercom** and scroll ▼ to select the phone that is to be called, press **Select**.

Receiving an internal call

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

1. Press **Silence** to stop the phone ringing.
2. Press **Reject** to reject the call.
3. Pick up the phone or press **HANDSFREE** 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 phones are registered to the modem the other phone rings automatically.
3. If 3 or more phones are registered to the gateway, scroll ▼ to select the phone that is to be called, or select **All phones** to ring all phones, press **Select**.
4. When the third phone answers you can have an internal conversation.
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 phone.
   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 **PHONEBOOK** key - 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 **HANDSFREE** and 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 conversation.

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 phone.
   Release Active - to end the active call.

Conference calls

If intrusion calls is set to allowed, see page 29, when a phone is on a call a 2nd phone can initiate a conference call. Pickup the phone or press **HANDSFREE** on the 2nd phone and it will take the same line and a conference call will begin.

Transferring calls

If when transferring calls the 2nd phone doesn't answer then you can press **Option, Transfer** is highlighted, press **Select** to transfer the call to the second phone 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 phone.
Release Active - to end the active call.

Phonebook

The phone gives you access to 2 phonebooks:

Local contacts - The contacts are saved locally on the phone.

Base contacts - The contacts are saved on the modem. All the phones registered to the modem 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 modem, is dependent on the modem the phone 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 **PHONEBOOK** key to go directly to the last phonebook accessed, then press **PHONEBOOK** key to switch between base and local contacts, or you can go through the phone menu.

Store a name and number

If the phone 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 **BACK** button to return to standby.

Note

Cancel storing an entry by pressing **BACK** button 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 **8** twice

L   Press **5** three times

To enter a space, press **0**.

WRITING TIPS

To change the text from Abc to ABC, abc or 123, press **0**.

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. Pickup phone or press **HANDSFREE** to dial.
    If the line selection is set to manual, press **HANDSFREE** 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 **BACK** button 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 **BACK** button 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 **BACK** button 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. Pickup the phone or press **HANDSFREE** to dial.
   If the line selection is set to manual, press **HANDSFREE** 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 **PHONEBOOK** button.
2. Press **Option** and scroll ▲ to **Memory Status** and press **Select**. The display shows the number of used phonebook entries.
3. Press **BACK** button to return to standby.

Caller ID and caller 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 is displayed.

Note
You can either enter the Call List by pressing **CALLS** button or through the phone menu.

Dial a number in the Call List

1. Press **CALLS** button, scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls, Accepted Calls, All Calls**) 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. Pickup phone or press **HANDSFREE** scroll ▲ or ▼ to select the desired line and press **Select**.

Copy a Call List number to the phonebook

1. Press **CALLS** button, scroll ▲ or ▼ to highlight the Call List (**Missed Calls**, **Outgoing Calls, Accepted Calls, All Calls**) 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 **BACK** button to return to standby.

View the details of an entry

1. Press **CALLS** button, scroll ▲ or ▼ to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Calls**) 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 **BACK** button to return to standby.

Delete an entry

1. Press **CALLS** button, scroll ▲ or ▼ to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Calls**) 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 **BACK** button to return to standby.

Delete the entire Call List

1. Press **CALLS** button, scroll ▲ or ▼ to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Calls**) 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 **BACK** button to return to standby.

Predial an entry in the Call List

1. Press **CALLS** button, scroll ▲ or ▼ to highlight the Call List (**Missed Calls,** **Outgoing Calls, Accepted Calls, All Calls**) 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. Pickup phone or press **HANDSFREE** to dial.
   If the line selection is set to manual, press **HANDSFREE** 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 modem automatically sets the date and time of the phone when registered. If the Clock Master is set to phone, you can also manually set the time on the individual phones.

Set the date and time

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

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

3. **Enter Date** is selected, enter the date, e.g. when set to DD/MM, 27/08/19 for 27 August 2019 and press **Ok**.

4. To change the date format, scroll ▼ to **Date Format** and scroll ◄ or ► to select either **DD/MM** or **MM/DD**.

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 ▲ or ▼ 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 **BACK** button 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 **BACK** button 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 replace the phone 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 **BACK** button 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 **BACK** button to return to standby.

Phone settings

Sound

Ringer volume

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

1. Press **VOL.+** or **VOL.-** button to adjust to the desired level. Or scroll ▼ to **Phone 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 **BACK** button to return to standby.

Ringer melody

Different ringer melodies of the phone 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 **Phone 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 **BACK** button to return to standby.

Key beep

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

1. Press **Menu**, scroll ▼ to **Phone 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 **BACK** button to return to standby.

Display

Display contrast

You can set the display contrast on the phone screen.

1. Press **Menu**, scroll ▼ to **Phone 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 **BACK** button to return to standby.

Display backlight

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

1. Press **Menu**, scroll ▼ to **Phone 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 **BACK** button to return to standby.

Language

1. Press **Menu**, scroll ▼ to **Phone Settings** and press **Select.**
2. Scroll ▼ to **Language** and press **Select**.
3. Scroll ▲ or ▼ to the language you require and press **Select**.
4. Press **BACK** button to return to standby.

Registration

On the modem:

1. Press the **Pair** button on the modem for 5 seconds till the led flashes. Follow instructions below.

On the phone:

2. If the phone is not registered to a modem, press **Register**. The screen displays **Registering** and once successful **Registered** will be displayed.
3. If the phone is already registered to a modem, press **Menu**, scroll ▼ to **Phone 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 phone is automatically assigned an available phone number.

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

If you still cannot register a phone to the modem please check how many phones are already registered. The total number of phones that can be registered to a modem is 5 phones.

De-registering a phone

To De-Register a phone for any reason,

1. Press **Menu**, scroll ▼ to **Phone 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 phone 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 **BACK** button to return to standby.

Phone name

A personalised name can be set for each phone to easily distinguish between them. A name can be up to 16 characters long.

1. Press **Menu**, scroll ▼ to **Phone Settings** and press **Select**.
2. Scroll ▼ to **Phone Name** and press **Select**.
3. The phone 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 **BACK** button to return to standby.

Restore to default settings

1. Press **Menu**, scroll ▼ to **Phone Settings** and press **Select**.
2. Scroll ▼ to **Phone Setback** and press **Select**.
3. **Confirm?** is displayed, Press **Yes** to confirm or **No** to cancel.
4. Press **BACK** button to return to standby.

Phone version

1. Press **Menu**, scroll ▼ to **Phone Settings** and press **Select**.
2. Scroll ▼ to **Phone Version** and press **Select**.
3. The software version will be displayed.
4. Press **BACK** button to return to standby.

Upgrade phone software

You can upgrade the phone to the latest software, this can be checked manually or the phone checks for new software every time it is switched on or at 12:00am everyday and sends a notification. The modem 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 **Phone Settings** and press **Select**.

2. Scroll ▼ to **Phone 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 phone will reboot.

Base or phone notification

1. When new software is available, **New SW available** will display on the standby screen.
2. Press **Menu**, scroll ▼ to **Phone Settings** and press **Select**.
3. Scroll ▼ to **Phone Version** and press **Select**.
4. Press **Upgrade**, the screen will display **New SW Available**. Press **Upgrade**. Once the upgrade is complete the phone will reboot.

Advanced settings

Advanced settings availability are dependent on the modem 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 **BACK** button to return to standby.

Clock Master

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

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 **Phone** and press **Select**.
5. Press **BACK** button to return to standby.

ECO plus

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

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 **BACK** button 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 **BACK** button 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 **BACK** button to return to standby.

Internal names

This will show you the phones registered to the modem.

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

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

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

   Dial - to intercom the selected phone.

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

   Delete - to unregister the selected phone.

4. Press **BACK** button 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 **BACK** button 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 **BACK** button to return to standby.

Phone line settings

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 Phone** and press **Select**.
6. Scroll ▲ or ▼ to the required phone.
7. Then scroll ◀ or ▶ to the check or uncheck the phone and press **Save**.
8. Press **BACK** button to return to standby.

Multi call mode

You can set the modem 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 **BACK** button to return to standby.

Intrusion call

When intrusion is set to allow, if a call is in progress, a second phone can connect without being invited, eating 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 **BACK** button 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 **BACK** button 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
Phone name	Supplied by the modem
Date & time	01-01-2016, 00:00
Alarm	Off
Call list	Modem dependent
Redial list	Modem dependent
Receiver/speaker	3
Volume Line selection	Auto
Speed dial	Unchanged

Help

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

No display
- Check that the phone is switched on and connected to the powerpoint.
- Reset the unit by disconnecting the mains power. Wait for around 15 seconds before connecting it again.
- Allow up to one minute for the phone and modem to synchronise.

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 phone to the modem
- The number of phones that can be registered is dependent on the modem. Check that correct PIN code (default is dependent on the modem) has been entered.
- Check that the phone and modem are at least one metre away from other electrical equipment to avoid interference when registering.

Phone does not ring
- The phone 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 anti-static cloth or a damp, soft leather cloth and then dry using a dry cloth.

Warranty conditions
Your Telstra Smart Phone - Desktop (TSH-D) 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

telstra.com/fix

crowdsupport.telstra.com.au

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