



Getting to know your Telstra Voice Control Additional Handset

Model TVC-A



"Alexa, call Mum."



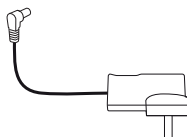
1. What's in the box



1 x Handset



1 x Charger



1 x power adaptor
for the charger

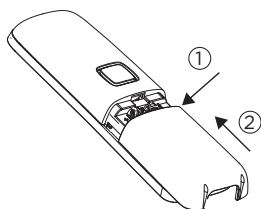


2 x Ni-MH 750mAh
rechargeable battery cells

Note

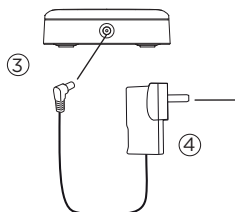
This quick start guide is for the Telstra Voice Control Additional Handset, Model TVC-A. To use this handset, it must be paired to the TVC-C base (refer to section 3 "Pairing your Additional handset to the TVC-C Base").

2. Getting Started



- ① Remove the battery cover from the back of the handset and insert the rechargeable Ni-MH battery cells supplied. Please note the '+' and '-' markings inside the battery compartment and insert in the correct direction.

- ② Slide the battery cover back into place.



- ③ Plug the power adaptor jack into the socket on the rear of the charger.

- ④ Plug the power adaptor into the mains power wall socket.

- ⑤ Place the handset on the charger to charge.



Note

To maximize battery performance we recommend to fully charge the batteries; place the handset on the charger and charge for at least 16 hours continuously.

Important


Use only the approved battery cells (2 x AAA Ni-MH 750mAh rechargeable batteries) supplied with your handset.

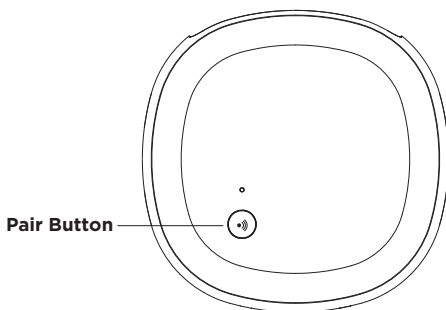
Never use alkaline batteries as this will damage the handset.

3. Registering your Handset

Pairing your Additional handset to the TVC-C Base

On the base:

Press and hold  button for more than 5 seconds. You have 120 seconds in which to register a handset.



On the handset:

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

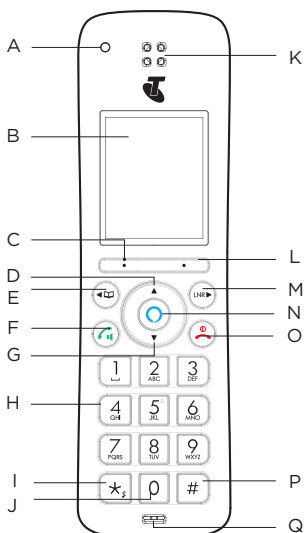
Note

If the PIN is no longer set to default (0000) then you will be prompted to enter the PIN to register the handset.

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 base registration period ran out of time.

4. Overview of the handset



A Ring indicator LED

Flashes when the phone rings.

B Display

For display icons, see “Overview of the handset display” on page 11.

C Left soft key / Menu / Select / OK

In standby, press to enter the main menu.

When **Select** or **OK** is displayed on the screen, press to select or confirm the settings.

D Scroll up / Volume up

Scroll up through lists and menu options.

During a call, press to increase the earpiece and hands-free volume.

In standby, press to enter the handset ringer volume setting.

When you have entered the handset ringer volume setting, press to increase the handset ringer volume.

When the phone is ringing, press to increase the handset ringer volume.

E Scroll left / Contacts / Recall

In main menu, press to scroll left.

In editing mode, press to move the cursor to the left.

In standby, press to open the contacts list.

In pre-dial mode, press and hold to insert a recall (R) for switchboard / PABX services and some network services.

F Talk / Hands-free

In standby or pre-dial mode, press to make a landline call with earpiece.

During a call, press to activate and deactivate hands-free.

G Scroll down / Volume down

Scroll down through lists and menu options.

During a call, press to decrease the earpiece and hands-free volume.

In standby, press to enter the handset ringer volume setting.

When you have entered the handset ringer volume setting, press to decrease the handset ringer volume.

When the phone is ringing press to decrease the handset ringer volume.

H Speed dial keys

In standby, press and hold to add, view, edit or dial the speed dial information for that key.

During a call, press and hold to dial the speed dial information for that key.

I * / Change case / Ringer off

In standby, pre-dial or editing mode, press to insert a “*”.

In editing mode, press to toggle between Abc, ABC, abc and 123 format.

In standby, press and hold to turn the handset ringer on / off.

J Space / Pause

In editing mode, press to insert a space.

In pre-dial mode or during a call, press and hold to insert a pause (P).

K Earpiece

L Right soft key / All calls list / Clear / Back

In standby, press to enter the all calls list.

When **Clear** is displayed on the screen, press to delete one character or digit.

When **Clear** is displayed on the screen, press and hold to delete all characters or digits.

When **Back** is displayed on the screen, press to select or confirm the option.

M Scroll right / Calls list / Intercom

In main menu, press to scroll right.

In editing mode, press to move the cursor to the right.

In standby, press to open the calls list menu.

In standby, press and hold for intercom.

N Alexa key

Press to activate Alexa.

O End call / Power / Exit

During a call, press to end a call.

In menu, editing or pre-dial mode, press to exit to standby screen without making changes.

In standby, press and hold to switch the handset off.

When the handset is switched off, press to turn the handset on.

P #

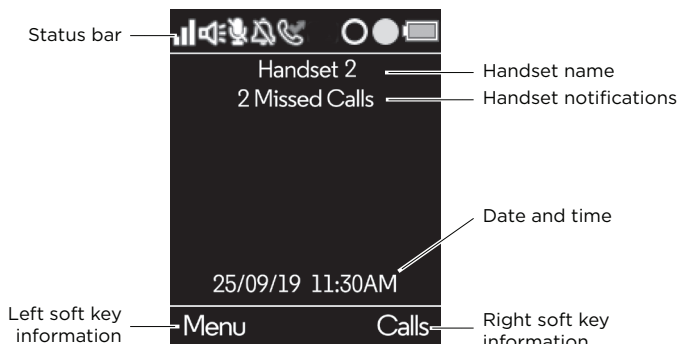
In standby, pre-dial or editing mode, press to insert a “#”.

In standby, press and hold to play your answer machine messages.

In editing mode, press to bring up symbols.

Q Microphone

5. Overview of the standby screen



Status bar icons

	Signal icon		Handset out of range
	Hands-free on		Batteries are fully charged
	Mute		Batteries are partially charged
	Ringer off		Batteries are running low
	Missed call		Batteries are almost empty
	Alexa message notification		Batteries are empty
	Alexa session in use		

Handset notifications

Line In Use – When another handset is on a landline call.

Voicemail – If you have subscribed to a voicemail service offered by your telephone service provider, the handset can notify you when you have new voicemail messages.

X Missed Call(s) – When you have unread new missed call(s).

Note

In the event your voicemail message notification gets out of sync with your telephone service provider's voice messaging system, you can manually reset it by deleting the voicemail entry from your calls list. This will remove the notification from the handset display; it does not delete your voicemail messages.

6. Menu map



Contacts

View

Predial

or

Press **1** to enter the contacts list.¹



Calls List²

Missed Calls

Received Calls

Outgoing Calls

Answered Calls

All Calls



Answering Machine

Answer Mode

Play All

Delete Old Messages

Outgoing Message

Number of Rings



Call Settings

Auto Hang-up

Auto Answer

Speed Dial



Handset Setting

Sounds

Ringer Volume

Ringtone

Key Beep

Out of Range Tone

Docking Tone

Display

Contrast

Wallpaper

Backlight Timeout

Registration

Register

Unregister

Handset Name

Handset Reset

Handset Version



Advanced Settings

Base Settings

Change PIN

Base Version

Base Reset

Internal Names

Line Settings

Intrusion Call

Recall Mode

Country

Local

IDD



Date/Time

Enter Date

Date Format


Enter Time

Time Format

¹ You must have allowed access to your contacts in the **Telstra Voice** app for the contacts list to be available on your Telstra TVC-C handset(s).

² Caller ID shows you who is calling and includes date and time of calls. The caller ID information may not be available for every incoming call. The callers may intentionally withheld their names and/or telephone numbers. Or they may be calling you through a switchboard. You must subscribe to your network provider's Caller ID or Call Waiting service for these features to work. Charges may apply.

7. Navigating the menu

1. From the standby screen, press **Menu**.
The main menu is opened and the display will show the main menu icons.
2. Use the ▲/▼ / ◀/▶ keys to scroll through the menu.
3. Left soft key - press to action the corresponding word prompt shown in the lower left corner of the display.
Right soft key - press to action the corresponding word prompt in the lower right corner of the display.
4. Press  to return to standby.


8. Date & time

The date and time on your handset device are set automatically during set-up with the **Telstra Voice** app. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call, thereafter.

In the event your handset date and time get out of sync after events like power cuts or a switch to daylight-saving time, you can set the date and time manually.

8.1 Set the date and time


1. Press **Menu**, scroll ▶ to **Date/Time** and press **Select**.
2. The last set date is displayed. Enter the date, e.g., when set to DD/MM, 25/09/2019 for 25 September 2019 and press **OK**.
3. To change the date format, scroll ▼ to **Date Format** and scroll ◀ or ▶ to select either **DD/MM** or **MM/DD**. Press **OK**.
4. The last set time is displayed. Enter the time, e.g., when set to 24 Hours, 14:30 for 2:30pm.
If the current time format setting is 12 Hours, scroll ◀ or ▶ to select **AM** or **PM**.

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

9. Making calls

9.1 Landline calls


The Telstra Voice Control Handset gives you direct access to your smartphone contacts. You can now call a contact via your handset using Alexa:

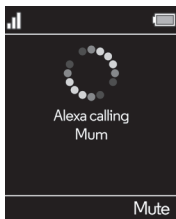
1. Press .
2. After the beep, say for example *“Call Mum”*.
3. Alexa will ask you to confirm the contact, once confirmed the number will dial automatically over the landline.



9.2 Alexa-to-Alexa calls

To call a contact who is registered with Alexa Calling and Messaging via your handset Alexa key:

1. Press .
2. After the beep, say for example *“Call Mum’s Alexa”*.
3. Alexa will ask you to confirm.
4. Once confirmed Alexa will automatically connect over the internet network.



Note

Alexa uses your Internet connection to make calls, and requires a strong connection. Any problems with your network can affect call quality, or cause the call to drop.



9.3 Making intercom calls

If more than one handset is registered to the base, an internal call can be made between handsets.

1. If 2 handsets are registered to the base, press and hold ► and the other handset rings automatically.
2. If 2 or more handsets are registered to the base, press and hold ► and scroll ▼ to select the handset to be called, press **Select**.

9.4 Answering calls

When you receive a call, the phone rings and the phone number (or name if stored in the contacts list) is displayed.

1. Press  to answer the call.
2. 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, please refer to the full User Guide Call settings section.

9.5 Ending 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, please refer to the full User Guide Call settings section.

10. Call blocking

You must subscribe to your network provider's caller ID service for this feature to work. Charges may apply.

You can add numbers to the call blocking list as they come through or by using the **Call Blocking** menu on the **Telstra Voice** app.

A maximum of 1000 numbers can be added to the call blocking list.

10.1 Block an unknown caller

You can block an incoming landline call from an unknown caller, i.e. a number that is not in your contacts list.

1. When the handset is ringing, press **Block**.
2. The handset will be silenced and **Added to Call Blocking** will be displayed. The incoming call screen will continue to display until the call times out or the caller hangs up.

Note

When you receive a call from a blocked number, the ringer will be silenced. **Blocked** will be displayed followed by the caller's number. The incoming call screen will continue to display until the call times out or the caller hangs up.

10.2 Unblock a number

You can view and unblock a number via the **Telstra Voice** app.

1. Open the **Telstra Voice** app on your smartphone.

2. Tap on **Settings**.
3. Tap on **Call Blocking**.
4. Scroll ▲ or ▼ to the entry you want to unblock and swipe left.
5. Tap on **Unblock** to unblock the number.

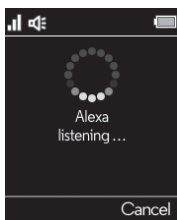
11. Paging call

This feature allows you to locate misplaced handsets.

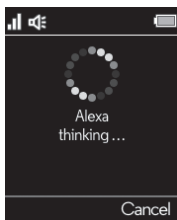
1. Press ● on the base. All registered handsets will ring for 30 seconds.
2. Press ● on the base again to cancel the paging call.
3. Press **Ignore** or ☎ on the handset to stop the paging call.

12. Using Alexa on your handset

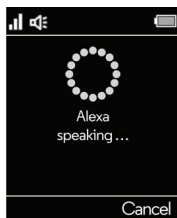
1. Press , the display will show **Alexa listening...** and a beep will be heard.



2. You can then ask Alexa what you need. For example:
"What's the weather?" The screen will display **Alexa thinking...**



3. When a response is provided, the display will show **Alexa speaking...**



Note

Alexa may not be able to process your request in the event of network or connectivity issues. If you are unable to place your call via Alexa, you should dial the number directly using the handset keypad.

Warning

You will not be able to call the emergency services from this phone **in the event of a power cut**, so make sure you have another way to call for help in an emergency.

13. Calls list

13.1 Telstra Voice Control calls list

Landline calls will be logged in the handset calls list and also in the **Telstra Voice** app.

Press the right soft key **Calls** to enter the **All Calls** list. Or enter the calls list menu by pressing ►. For more information, refer to the full User Guide Calls list section.

1. Press ►, scroll ▲ or ▼ to highlight the calls list (**Missed Calls, Received Calls, Outgoing Calls, Answered Calls, All Calls**).
2. Press **Select**. The most recent number (or name if stored in the contacts list) is displayed.
3. Scroll ▲ or ▼ to view the entries.

13.2 Alexa-to-Alexa calls list

Alexa-to-Alexa call history can be viewed through the **Amazon Alexa** app.

14. Alexa alarms, reminders and timers

Alarms, reminders and timers can be set using Alexa.

14.1 Set an Alexa alarm

1. Press .
2. After the beep, say for example *"Set an alarm for (time of day)."*

Note

Set a repeat alarm on the same day / time of the week or a repeat alarm for the same time every day, weekdays only, or weekends only.


14.2 Set an Alexa reminder

1. Press .
2. After the beep, say for example *"Set a reminder to ring Mum at 4pm."*

Note

Set a repeat reminder on the same day / time of the week or a repeat reminder for the same time every day, weekdays only, or weekends only.

14.3 Set an Alexa timer


1. Press .
2. After the beep, say for example *"Set a timer for 2 minutes."*
3. To check how much time is left ask Alexa.
4. When the time is up an alarm will sound.

Note

An alarm, reminder and timer will sound on the handset that it is activated on.

15. Announcements

Alexa can make announcements from your Telstra Voice Control Handset to all other compatible Alexa enabled devices on your account.

1. Press .
2. After the beep, say for example *"Announce dinner is ready."*
3. Alexa will advise announcing and all linked Alexa built-in devices will receive the announcement.

16. Things to try – just tap and say:

To do this...	Say this...
<p>Ask Alexa to make landline calls to your contacts or to other numbers supported by your landline service provider. Charges may apply – check with your landline service provider.</p> <p>Tip: If there is more than one contact of a requested name or there is more than one number for your contact – Alexa will ask you which one you would like to call.</p>	<p><i>"Call (Mum)."</i></p> <p><i>"Call (Lucia's) mobile."</i></p> <p><i>"Call (Jarred) on her home phone."</i></p> <p><i>"Call (Jarred) at work."</i></p> <p><i>"Call (Mum's) office."</i></p>
Dial a mobile or landline number	<i>"Call 0-2-0-7-9-4-6-0-1-2-3."</i>
Make a call to another compatible Echo and / or Alexa device	<p><i>"Call (Dad's) Echo."</i></p> <p><i>"Call (Richard's) Alexa."</i></p>
News, Weather & Traffic	<p><i>"What's in the news?"</i></p> <p><i>"Will it rain this weekend?"</i></p> <p><i>"What's the weather in Sydney?"</i></p> <p><i>"How's my commute?"</i></p>
Questions & Answers	<p><i>"What can I say?"</i></p> <p><i>"Who was the first man on the moon?"</i></p> <p><i>"When is sunset?"</i></p> <p><i>"Why is the sky blue?"</i></p>
Timers, Alarms and Calendars	<p><i>"Set a 10-minute timer."</i></p> <p><i>"Remind me to water the plants."</i></p> <p><i>"Add birthday card to my shopping list."</i></p> <p><i>"What's on my calendar today?"</i></p>
Smart Home	<p><i>"Turn on the lights."</i></p> <p><i>"Set the temperature to 21 degrees."</i></p> <p><i>"Lock the front door."</i></p> <p><i>"Dim the bedroom to 20%."</i></p>

Alexa Skills	<i>"What are your popular skills?"</i> <i>"Let's play a game."</i> <i>"Help me sleep."</i> <i>"Teach me something."</i>
Music & Radio	<i>"Play music for cooking."</i> <i>"What song is this?"</i> <i>"Play pop from the '90s."</i> <i>"Play the station 4KQ on TuneIn."</i>
Audible Audiobooks	<i>"Go back."</i> <i>"Stop reading in 30 minutes."</i> <i>"What audiobooks do I have?"</i>

For more examples, go to Things to Try in the **Amazon Alexa** app.

Note

Certain services are subject to change or withdrawal at any time, or may not be available in all areas and may require separate subscriptions.

17. Answering machine

Your Telstra Voice Control Handset has a built-in answering machine that can answer and record calls for you when you are unavailable to answer the phone.

When the answering machine is turned on,  displays on the handset screen.

There is one answer mode – Answer & Record mode with 60 minutes recording time. Up to 59 messages with 3 minutes maximum length per message can be recorded.

When the answering machine memory is full, it announces, *“Hello! Your call cannot be taken at this moment and you cannot leave a message. So please call later.”*





You must delete some messages before you can record a new call.

Note

When you are on a call, the answering machine will not answer the second incoming call.

17.1 Answer mode



The answering machine must be turned on to answer and record messages. When it is turned on, it announces, *“Hello! Your call cannot be taken at this moment. So please leave your message after the tone.”*

1. Press **Menu**, scroll  to **Answering Machine** and press **Select**.
2. **Answer Mode** is highlighted. Press **Select**.
3. Scroll  and  to **On** or **Off** and press **Select**.
4. Press  to return to standby.

17.2 Outgoing message

Your answering machine comes with a pre-recorded outgoing message announcement. You can use this pre-recorded outgoing message or replace it with your own.

17.2.1 Play




1. Press **Menu**, scroll  to **Answering Machine** and press **Select**.
2. Scroll  to **Outgoing Message** and press **Select**.
3. **Play** is highlighted. Press **Select** to play the current outgoing message.

Note

During the playback of your own recorded outgoing message, you can press **Delete** to delete it.

If your recorded outgoing message is deleted, calls are answered with the default/pre-recorded outgoing message, *“Hello! Your call cannot be taken at this moment. So please leave your message after the tone.”*


17.2.2 Record

1. Press **Menu**, scroll  to **Answering Machine** and press **Select**.
2. Scroll  to **Outgoing Message** and press **Select**.
3. Scroll  to **Record** and press **Select**.

4. After the tone, speak clearly to the handset microphone. Press **Save** to end the recording.
5. The handset automatically plays back the recorded outgoing message.
If you are not happy with the recording, press **Delete** and select **Record** option again to re-record.

17.2.3 Use default

When this feature is set to on, you can switch back to use the default outgoing message without deleting your own recorded one.


1. Press **Menu**, scroll ► to **Answering Machine** and press **Select**.
2. Scroll ▼ to **Outgoing Message** and press **Select**.
3. Scroll ▼ to **Use Default** and press **Select**.
4. Scroll ▲ and ▼ to **On** or **Off** and press **Select**.
5. Press  to return to standby.

Note

In order to use this feature, you must first have recorded your own outgoing message.

17.3 Number of rings

When the answering machine is turned on, it answers all incoming calls after the number of rings set.

1. Press **Menu**, scroll ► to **Answering Machine** and press **Select**.
2. Scroll ▼ to **Number of Rings** and press **Select**.
3. Scroll ▲ and ▼ to choose from **2 Rings**, **3 Rings** up to **10 Rings** and press **Select**.
4. Press  to return to standby.







17.4 Playing your messages

When a new message is received on the answering machine, the handset display shows **X New Message** to indicate the number of new messages received.

To play messages:

1. In standby, press and hold **#** on the handset.
Or, press **Menu**, scroll ► to **Answering Machine** and press **Select**. Then scroll ▼ to **Play All** and press **Select**.
2. New messages will be played followed by older messages.

3. During the message playback, press the keys below to perform the following functions:

-  Turn the playback volume up.
-  Turn the playback volume down.
- 1** Play previous message.
-  Repeat current message.
-  Play next message.
- 5** Delete current message.
-  Switch to speakerphone mode.
-  Stop playback and return to standby.



Note

During message playback, the handset will display the current message information. This includes the caller ID information, date and time. If you do not subscribe to your network provider's caller ID service, the handset shows **Message**.


Only one handset can access the answering machine at a time.

During message playback, if there is an incoming call or another handset makes a call, message playback will be stopped.

17.5 Deleting old messages

1. Press **Menu**, scroll  to **Answering Machine** and press **Select**.
2. Scroll  to **Delete Old Messages** and press **Select**.
3. **Confirm?** Is displayed. Press **Yes** to confirm or **No** to cancel.

17.6 Intercepting a call

When the caller is leaving a message, you can press  to stop the recording and speak to the caller.

18. Help

Unable to find the device during product set-up

- Check that the power adaptor is securely plugged into the base and mains power wall socket.
- Check that the Ethernet cable is securely plugged into the router.
- Check that the smartphone is connected to the same Wi-Fi network as your router.
- Reset the Telstra Voice Control device by removing the batteries from the handset and pressing the RESET button on the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronise.
- If these suggestions do not help, try to reset your base from the handset by selecting **Base Reset** from **Advanced Settings** menu, please refer to the full User Guide Advanced Settings section.

Phone does not work

- Check that the power adaptor is securely plugged into the base and mains power wall socket.
- Check that the batteries are inserted correctly in the handset and that the handset is switched on. Use only approved rechargeable batteries supplied.
- Check that telephone line cord is firmly plugged into the base socket and the telephone wall socket. Use only the supplied telephone line cord or ensure that the pin connections are correct when using an existing telephone line cord.
- Check with your telephone network provider for network issues.
- Reset the Telstra Voice Control device by removing the batteries from the handset and pressing the RESET button on the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronise.
- Move the handset and/or base away from other electrical appliances or metal objects and try again.
- Check that you are not too far from the base.

No dial tone

- Refer to **Phone does not work** section above.
- If these suggestions do not help, disconnect the telephone line cord and connect the telephone line cord to another telephone to check that the telephone line cord is not faulty.
- If there is still no dial tone, try another telephone wall socket as the wiring to the current telephone wall socket may be faulty.

Unable to make landline calls

- Refer to **No dial tone** section above.
- Check that you have dial tone.
- Check that the line is not in use and that there is no ongoing Alexa session on another handset.

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.

Handset does not ring

- Refer to **No dial tone** section above.
- Check that the handset ringer volume is not set to off.
- Check that you have not accidentally blocked the caller.
- Check that the handset is registered to the base.
- Check that you do not have more than 4 telephony or fax products plugged into the same line.

Weak audio or call cutting in and out

- Refer to **Phone does not work** section above.
- If you subscribe to high-speed internet service through your telephone line, try installing a DSL (Digital Subscriber Line) filter between the base and the telephone wall socket. This filter will help prevent interference, noise and caller ID problems caused by DSL interference.

No Caller Display

- Check the subscription with your telephone network operator.
- If you subscribe to high-speed internet service through your telephone line, try installing a DSL (Digital Subscriber Line) filter between the base and the telephone wall socket. This filter will help prevent interference, noise and caller ID problems caused by DSL interference.
- The caller may have withheld their number.
- Check that your caller is not making call through a switchboard.

Caller Display cannot show the contact name match

- Refer to **No Caller Display** section above.
- Check that you have allowed **Telstra Voice** app access to your smartphone contacts.
- Check that the contact can be found in the contacts list.
- Check that the correct number is stored in the contacts list, with the full area code.

Battery icon is not scrolling during charge

- Check that the power adaptor is securely plugged into the charger and mains power wall socket.
- Check that the handset is properly seated in the cradle.
- Clean the charger contacts with a cloth moistened with alcohol.
- The battery is full. The battery icon will appear steady on the display.

Searching... appears on the handset

- Check that the power adaptor is securely plugged into the base and mains power wall socket.
- Check that you are not too far from the base.
- Reset the Telstra Voice Control device by removing the batteries from the handset and pressing the RESET button on the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronise.
- Try re-registering the handset.

Cannot register a handset to the base

- Up to 5 handsets can be registered to the base. If 5 handsets are already registered, de-register a handset before registering a new one.

Unable to open the Amazon Alexa app

- Force close the app.
- Restart your smartphone.
- Uninstall and reinstall the app.
- For further help you can go to Apple or Google support.
iOS - <https://getsupport.apple.com/>.
Android - <https://support.google.com/android/>.

Unable to open the hellovoice app

- Force close the app.
- Restart your smartphone.
- Uninstall and reinstall the app.

Alexa does not respond

- Check that the power adaptor is securely plugged into the base and mains power wall socket.
- Check that the Ethernet cable is securely plugged into the router.
- Check that your internet connection is working.
- Once the Alexa key is pressed wait for the beep before making your request.
- Check that the line is not in use and that there is no ongoing Alexa session on another handset.

Unable to use Alexa to call a person or contact name

- Refer to **Alexa does not respond** section above.
- Check that you have allowed **Amazon Alexa** app access to your smartphone contacts.
- Check that your contact is correctly saved and listed in **Contacts** of the **Amazon Alexa** app.



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