Getting to know your Telstra Voice Control Cordless Phone

Model TVC-C

“Alexa, call Mum.”

alexabuilt-in
1. What's in the box

If you have purchased a Telstra TVC-C, the following contents will be included in the box:

- 1 x Base
- 1 x Charger
- 1 x power adaptor for the base
- 1 x power adaptor for the charger
- 1 x Telephone line cord (pre-installed to the base)
- 1 x Ethernet cable
- 2 x Ni-MH 750mAh rechargeable battery cells
- 1 x Handset
If you have purchased an Additional Handset (TVC-A) the following contents will be included in the box:

<table>
<thead>
<tr>
<th>Model</th>
<th>Handsets</th>
<th>Batteries</th>
<th>Charger</th>
<th>Power Adaptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telstra TVC-A</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Additional Handset</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you have purchased an additional handset separately, you must register it to your Telstra TVC-C base before it can be used.

**On the base:**

Press and hold \( \text{\#} \) button for more than 5 seconds. You have 120 seconds in which to register a handset.

**On the handset:**

Select \text{Register}. The screen displays \text{Registering} and once successful \text{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.
2. Getting started

You will need the following to set up your product:

- An active landline home telephone service connected using the telephone line cord provided.
- An active Caller Display subscription. Charges may apply.
- An active internet network and Wi-Fi router connected using the Ethernet cable provided.
- An Amazon account.
- An iOS/Android smartphone device with the Telstra Voice app and the Amazon Alexa app installed, these can be downloaded free from your app store by searching for ‘Telstra Voice’ and ‘alexa’.

2.1 Installing the base

1. Plug the Ethernet cable into the socket on the rear of the base and plug the other end into any spare Ethernet port on the router.

2. Plug the power adaptor jack into the socket on the rear of the base and the power adaptor into the mains power wall socket.

3. The telephone line cord will be pre-installed into the socket on the rear of the base.

It is recommended to complete set-up (refer to Section 8.1) before you plug the other end of the telephone line cord into the telephone line wall socket.

Note

The base station must be connected to the mains power wall socket and the Ethernet cable must be plugged into the router at all times. Use only the power adaptor and telephone line cord supplied with the product.
2.2 Insert the batteries, installing and charging the handset

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. 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
4. Overview of the standby screen

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

**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, Telstra TVC-C 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.
5. Overview of the base

<table>
<thead>
<tr>
<th>LED colour</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Steady on</td>
<td>Your Telstra TVC-C device is connected and Alexa service is ready.</td>
<td></td>
</tr>
<tr>
<td>Red Quick flashing</td>
<td>When a handset is in use. This can be when a handset is engaged on a landline call or on an Alexa call. When there is an ongoing Alexa session on a handset. When your Telstra TVC-C base enters registration mode.</td>
<td></td>
</tr>
<tr>
<td>Red Slow flashing</td>
<td>Alexa service is not ready or possible network connectivity issue.</td>
<td></td>
</tr>
<tr>
<td>Green Quick flashing</td>
<td>When your Telstra TVC-C device is updating to a new software.</td>
<td></td>
</tr>
</tbody>
</table>
6. Menu map

Contacts
- View
- Predial
- Press 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. Setting up Alexa
To use Alexa Calling and Messaging you need the below on your smartphone:
   - Android OS 5.1 or higher
   - iOS 10.0 or higher
   - An Amazon account
   - Download the Amazon Alexa app
   - Download the Telstra Voice app
To download apps to your iPhone or Android smartphone, you can go to the relevant app store for your device.

8.1 Downloading the Telstra Voice app and signing in
To complete the set-up of the Telstra TVC-C device you will need to download the Telstra Voice companion app, this supports set-up and interaction with the Telstra TVC-C series.
1. Download the Telstra Voice app to your smartphone.
2. Ensure your smartphone is using the same Wi-Fi network as the router your base is connected to.
3. Once you have downloaded the app, go to your smartphone home screen and click on the Telstra Voice app icon below.
4. Tap Setup a new Telstra System and follow the on-screen instructions to add your new Telstra TVC-C device.
5. You will be asked to sign in to Amazon account through the Telstra Voice app. If you are not already signed in to your Amazon account via the Amazon Mobile Shopping app on your smartphone, you will need to enter your Amazon account details and select Sign in.
6. **Telstra Voice** will ask you to provide a one-time consent to share your Amazon profile information. This profile will only include your name and email address so **Telstra Voice** can uniquely identify you when you log in. You must consent to share this information in order for the login to complete. Tap **Allow** to continue.

7. The app will then search for all active Telstra TVC-C devices. Select the device you want to connect to Alexa and tap **Continue**.

   **Note**
   Only one Telstra TVC-C device can be set up at a time. If it cannot find your Telstra TVC-C device, check your base power adaptor is securely connected and the Ethernet cable is plugged into the router and check your smartphone is connected to the same Wi-Fi network the base is connected to.

8. **Telstra Voice** will ask you to allow access to your smartphone contacts. This will allow the app to automatically synchronise the contacts in your smartphone to the **Telstra Voice** app and Telstra TVC-C contacts list. Tap **Allow** to continue.

9. When contacts synchronisation completes, tap **Continue**.

10. To register or connect your device to the Alexa Voice Service, tap **Amazon Alexa Login** and enter your Amazon account details and select **Sign in**.

11. You must allow Telstra TVC-C device access to Alexa Voice Service when prompted. Tap **Allow** to continue.

12. Once your device is connected to Alexa, tap **Start using**.

13. You will then be guided to install the **Amazon Alexa** app if you have not already installed it. Tap **Continue**. Once you have installed **Amazon Alexa** app, tap **Done** to return to **Telstra Voice** app to continue with the set-up. Tap **Continue**.

14. You will be asked to sign in to **Amazon Alexa** app. If you are not already signed in to your **Amazon Alexa** app on your smartphone, you will need to enter your Amazon account details and select **Sign in**.

   **Note**
   You must sign up for Alexa Communication in order to use Alexa-to-Alexa Calling and Messaging on Telstra TVC-C devices. As part of the sign-up process, you will be asked to enter and verify your smartphone number and to allow access to your smartphone contacts. It is important to allow the **Amazon Alexa** app to access your contacts as this will enable Alexa to call the person or contact name.

15. Return to **Telstra Voice** app and tap **Continue**.

16. There may be updates available for your Telstra TVC-C handsets and base, especially if this is a first-time connection. The app will automatically check for available software updates. Tap **Update All** to download and install the latest software to your Telstra TVC-C handset and base. The update may take up to 20 minutes depending on your Internet connection speed. Once the update is complete, your telephone will automatically restart.
Note

The base power adaptor and Ethernet cable must remain connected at all times and all the handsets are placed in their chargers during the software update. The telephone line cord can be plugged in to the telephone line wall socket once this initial software update has completed.

It is also recommended that you do not interrupt the update process and that you have an alternative phone connected to avoid missing important calls.

If there are no updates available for your device, you will be prompted, You are using the latest software available. Tap Done and Continue.

17. You can now plug the other end of the telephone line cord into the telephone wall socket. Your Telstra TVC-C device is now ready to use.

Note

If the Alexa key is pressed before the set up is complete the screen will display Account error. Alexa service is not ready and the handset will announce “Your device isn’t registered. For help, go to its companion app.”

9. Date & time

The date and time on your Telstra TVC-C 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.

9.1 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.

10. Making calls

10.1 Landline calls
The Telstra TVC-C gives you direct access to your smartphone contacts:
You can now call a contact via your handset using Alexa:
1. Press (O).
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.

10.2 Alexa-to-Alexa calls
To call a contact who is registered with Alexa Calling and Messaging via your handset Alexa key:
1. Press (O).
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.
10.3 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.

10.4 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.

10.5 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.

11. 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.

11.1 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.

11.2 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.

12. 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.

13. 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.

### 14. Calls list

**14.1 Telstra TVC-C calls list**
Landline calls will be logged in the Telstra TVC-C 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.

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

### 15. Alexa alarms, reminders and timers
Alarms, reminders and timers can be set using Alexa.

**15.1 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.

**15.2 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.
15.3  Set an Alexa timer
1. Press \(\mathbb{O}\).
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.

16.  Announcements
Alexa can make announcements from your Telstra TVC-C to all other compatible Alexa enabled devices on your account.
1. Press \(\mathbb{O}\).
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.
17. Things to try – just tap and say:

<table>
<thead>
<tr>
<th>To do this...</th>
<th>Say this...</th>
</tr>
</thead>
</table>
| 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. | “Call (Mum).”  
“Call (Lucia’s) mobile.”  
“Call (Jarred) on her home phone.”  
“Call (Jarred) at work.”  
“Call (Mum’s) office.” |
| 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. | |
| Dial a mobile or landline number | “Call 0-2-0-7-9-4-6-0-1-2-3.” |
| Make a call to another compatible Echo and / or Alexa device | “Call (Dad’s) Echo.”  
“Call (Richard’s) Alexa.” |
| News, Weather & Traffic | “What’s in the news?”  
“Will it rain this weekend?”  
“What’s the weather in Sydney?”  
“How’s my commute?” |
| Questions & Answers | “What can I say?”  
“Who was the first man on the moon?”  
“When is sunset?”  
“Why is the sky blue?” |
| Timers, Alarms and Calendars | “Set a 10-minute timer.”  
“Remind me to water the plants.”  
“Add birthday card to my shopping list.”  
“What’s on my calendar today?” |
| Smart Home | “Turn on the lights.”  
“Set the temperature to 21 degrees.”  
“Lock the front door.”  
“Dim the bedroom to 20%.” |
### Alexa Skills

- “What are your popular skills?”
- “Let’s play a game.”
- “Help me sleep.”
- “Teach me something.”

### Music & Radio

- “Play music for cooking.”
- “What song is this?”
- “Play pop from the ‘90s.”
- “Play the station 4KQ on TuneIn.”

### Audible Audiobooks

- “Go back.”
- “Stop reading in 30 minutes.”
- “What audiobooks do I have?”

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.
18. Answering machine

Your Motorola AX 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.

18.1 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.

18.2 Outgoing message

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

18.2.1 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.”

18.2.2 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.

18.2.3 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.

18.3 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.

18.4 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.
- 2 Repeat current message.
- 3 Play next message.
- 5 Delete current message.
- 4 Switch to speakerphone mode.
- 0 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.

18.5 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.

18.6 Intercepting a call

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