TELSTRA 13650 DECT6.0 CORDLESS PHONE

USER GUIDE

This telephone has been designed for ease of use.

Please read the instructions and keep it handy for future reference.

If you have any problems with your phone, refer to the Help section of this User Guide.

IT'S HOW
WE CONNECT

INTRODUCTION

To your Telstra 13650 DECT6.0 Cordless Phone

- Phonebook – Let's you store up to 200 entries.
- Telstra's Calling Number Display* lets you see who's calling. Your phone stores details of the last 10 callers in the Call List.
- Answering machine, with up to 30 minutes digital recording time and helpful voice prompts.

* IMPORTANT

You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Calls List. See page 40 for more details.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call, you will need to set up your phone. Follow the simple instructions on the next few pages.

NEED HELP?

PLEASE LOOK IN THE HELP SECTION AT THE END OF THE USER GUIDE IF YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR TELSTRA PRODUCT, OR PLEASE CONTACT THE TECHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: tcpsupport_au@vtech.com

GOT EVERYTHING?

The package contains the following items:

- Telstra 13650 handset
- Telstra 13650 telephone base
- AC power adaptor
- Telephone line cord
- Battery compartment cover
- Rechargeable battery pack
- 1 User guide

If you have purchased a Telstra 13650 Mutli-handset pack, you will also have the following for each additional handset:

- Telstra 13650 handset
- Telstra 13650 charger with power adaptor
- Battery compartment cover
- Rechargeable battery pack

IN THIS GUIDE

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all the instructions.

2. Follow all warnings and instructions marked on the product.

3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

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

5. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

6. Unplug this product from the wall outlet and contact TecHelp on 1300 369 193 under the following conditions:

   • When the power supply cord or plug is damaged or frayed.

   • If the product does not operate normally by following the operating instructions.

   • If the product has been dropped and the outer casing has been damaged.

   • If the product exhibits a distinct change in performance.

7. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

8. Do not use the telephone to report a gas leak in the vicinity of the leak.

9. Use only the supplied NiMH (Nickel Metal Hydride) battery. The operation periods for the handsets are only applicable with the default battery capacity.

10. The use of other battery types or non rechargeable batteries/primary mobile batteries can be dangerous. These may cause interference and/or unit damage. Telstra will not be held liable for damage arising from such noncompliance.

11. Use only the AC power adaptors supplied with this product. Please contact TecHelp on 1300 369 193 for replacement adaptors.

12. Please ensure that the battery is inserted according to the correct polarity as indicated on the re-chargeable battery and the internal markings inside the handset battery compartment.

13. Do not immerse the battery in water, and do not place them in a fire.

14. Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

GETTING STARTED

LOCATION

Place your Telstra 13650 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Telstra 13650 works by sending radio signals between the base and handset. The strength of the signal depends on where you locate the base. Putting it as high as possible ensures the best signal.

The maximum range between the base station and the handset is approximately 300 meters.

SETTING UP

Telephone base installation

1. Plug one end of the main power adapter cable into the base station, plug the other end of the mains power adapter into a mains power wall socket.

Note: Ensure power cord is through slot on base so unit sits flush with the desk.

Mains power wall socket

Telephone base power adapter

Telephone wall jack

If you have DSL high-speed Internet service, a DSL filter (not included) is required.

Telephone line cord

Power cord jack

Telephone line jack

2. Insert one end of the telephone line cord into the base station and the other end of the telephone line cord into a telephone wall jack. If you have DSL high speed internet service, a DSL filter (not included) is required.

CAUTION:

If you subscribe to telephone service from a cable company or a VoIP service provider, plug the telephone line cord into the modem/router/terminal adapter provided by your cable/VoIP service provider. Contact your cable/VoIP service provider if you have any difficulties in installation.

Handset battery installation

1. Slide open the battery compartment cover to fit the NiMH battery into the handset. Plug the battery connector securely into the socket.
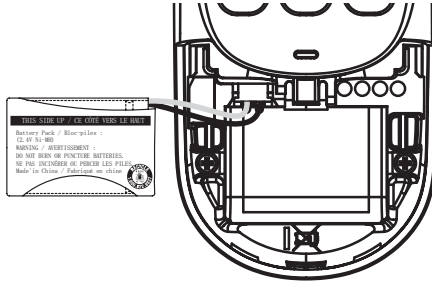
2. Place the supplied rechargeable battery and the wires inside the battery compartment.
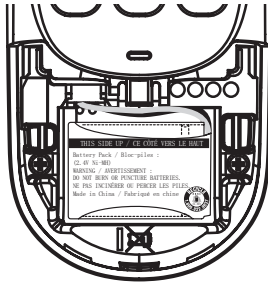
3. Slide the battery compartment cover towards the center of the handset until it clicks into place.
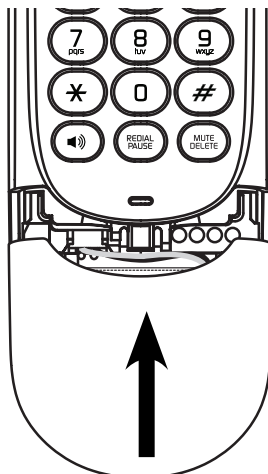
Handset charger installation (multi-handset packs only)

1. Plug the power cable into the charger base.
2. Plug the other end into the mains power wall socket.

Mains power
wall socket

3. Place the handset in the charger base to charge.

Note: Ensure power cord is fed through slot on base so unit sits flush with the desk.

IMPORTANT

Check for a dial tone by pressing ☎. If you hear a dial tone, the installation is successful.

WARNING

Do not place your Telstra 13650 in the bathroom or other humid areas.

IMPORTANT

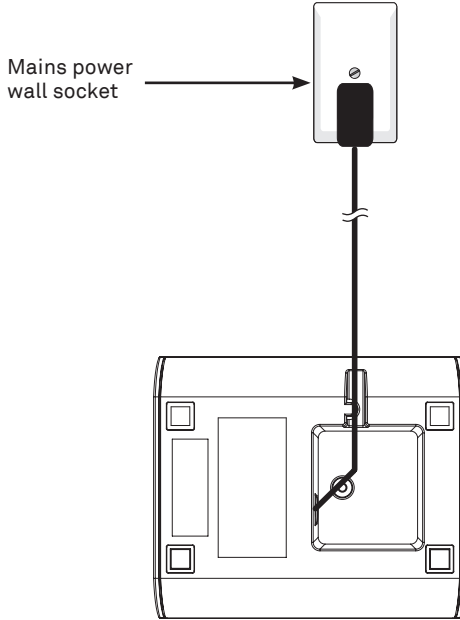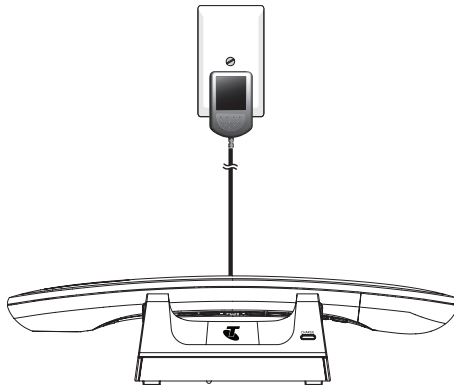The telephone base must be plugged into the mains power wall socket at all times. Do not connect the telephone line cord until the handset is fully charged. Only use the power adaptor, telephone line cord and NiMH battery supplied with the product.

RE-CHARGEABLE BATTERY LOW WARNING

If the ⊓ icon flashes in the handset display, you will need to recharge the handset before you can use it again.

During charging, the ⊓ icon will appear to be filling in the display.

RE-CHARGEABLE BATTERY PERFORMANCE

In ideal conditions, the fully charged battery should give up to 7 hours talk time, or 120 hours standby time, on a single charge. Note that a new battery will not reach full capacity until it has been in normal use for several days.

To keep the battery in the best condition, leave the handset off the base for a few hours at a time. Running the battery right down at least once a week will help it last as long as possible. The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the handset less talk / standby time.

Eventually it will need to be replaced. A replacement battery can be obtained by contacting TecHelp on 1300 369 193 or from your local electrical retailer.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. The battery and handset may become warm during charging, however, this is normal.

USING YOUR TELTRA 13650 PHONE ON A BROADBAND ADSL LINE?

If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.

DATE AND TIME

If you have subscribed to Telstra's Calling Number Display Service, the date and time are set automatically with each incoming call.

The date and time is recorded with each answering machine message you receive. If you have not subscribed to Telstra's Calling Number Display Service you can set the date and time manually.

Set the date and time manually

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Set date/time**, then press **MENU/SELECT** on the handset.
3. Enter the date, month and year, then press **MENU/SELECT** on the handset.
4. Enter the hour and minute, then press ▲/▼ to select **AM** or **PM**.
5. Press **MENU/SELECT** on the cordless handset to save. You hear a confirmation tone.

GETTING TO KNOW YOUR PHONE
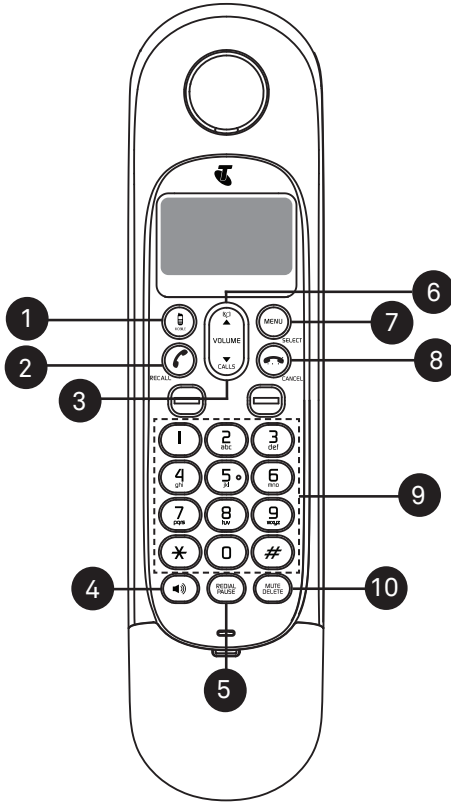
HANDSET BUTTONS

1. MOBILE
- Press to make or answer a mobile call
- Press to answer an incoming mobile call when you hear a call waiting alert during a mobile call.

2. ⌒/RECALL
- Press to make or answer a home call.
- Press to answer an incoming home call when you hear a call waiting alert during a home call.

3. ▼CALLS**/DOWN**
  - Press to review the call list when in idle.
  - Press to scroll down while in menus or lists.
  - Press to move the cursor to the left while entering names or numbers.
  - Press to decrease the listening volume during a call or message playback.

4.   SPEAKER/◀))
  - Press to make a home line call using the handset speaker phone.
  - Press to answer a call using the handset speaker phone.
  - Press to switch between the handset speakerphone and the handset earpiece during a call.

5.   REDIAL/PAUSE
  - Press repeatedly to view the last 10 numbers dialed.
  - Press and hold to insert a dialing pause while dialing or entering numbers.

6.   📖▲/UP
  - Press to review the phonebook when idle.
  - Press to scroll up while in menus or lists.
  - Press to move the cursor to the right while entering names or numbers.
  - Press to increase the listening volume during a call or message playback.

7.   MENU/SELECT
  - Press to show the menu.
  - Press to select an item or save an entry/setting while in a menu.

8.   ☎/CANCEL
  - Press to hang up during a call.
  - Press to cancel an operation, or back up to the previous menu while in a menu.
  - Press and hold to return to idle mode while in a menu.
  - Press to delete digits while predialing.
  - Press to silence the handset ringer temporarily while the phone is ringing.
  - Press and hold to erase the missed call indicator when idle.

9.   ALPHANUMERIC KEYPAD/ *(star) /#(hash)
  - Press to enter numbers or characters/*/#.
  - Press any key to answer an incoming call.
  - ⊙ key in idle mode: Press and hold to access Telstra Home Message 101® or MessageBank® .

- Press ***** to switch between upper case and lower case while entering characters.
- Press and hold **#** to set and turn on the quiet mode, or turn it off.
- Press and hold ② during a call to answer call waiting.
- Press and hold ③ to start a 3-Way-Chat.

10. MUTE/DELETE

- Press to mute the microphone during a call.
- Press to silence the handset ringer temporarily while the phone is ringing.
- Press to delete an individual entry while reviewing the redial list/phonebook/call list/reminder.
- Press to delete a character or digit while entering names or numbers.
- Press to delete the playing message/announcement/reminder.

TELEPHONE BASE BUTTONS
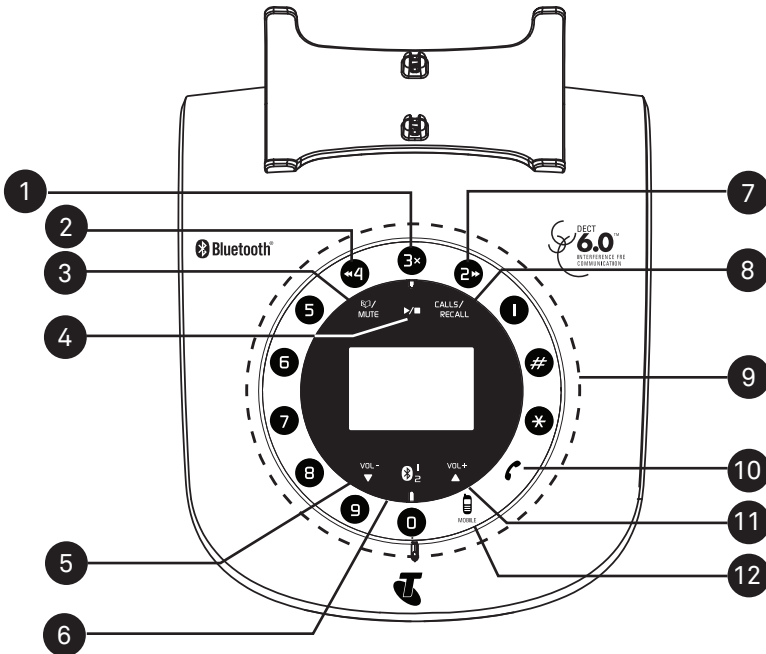
1. **3x**
   - Press to delete the playing message/announcement/reminder.

2. **◀◀4**
   - Press once to repeat the playing message.
   - Press twice to play the previous message.

3. **▧/MUTE**
   - Tap to review the phonebook while idle.
   - Tap to mute the microphone during a call.
   - Tap to silence the ringer temporarily while the telephone base is ringing.

4. **▶/■ PLAY/STOP**
   - Tap to start or stop message playback.
   - Flashes when there are new messages/memos in the answering machine.

5. **▼/VOL-**
   - Tap to decrease the listening volume during a call or message playback.
   - Tap to decrease the base ringer volume while idle.
   - Tap to scroll down while in the phonebook or call list.
   - Tap to delete digits while predialing.

6. **❀²₁**
   - Tap to pair or replace a mobile phone.

7. **2▶▶**
   - Press to skip to the next message during message playback.

8. **CALLS/RECALL**
   - Tap to review the call list while idle.

9. **ALPHANUMBERIC KEYPAD/* (star)/#(hash)**
   - Press to enter numbers or characters/*/#.
   - Press any key to answer an incoming call.
   - ① key in idle mode: <u>Press and hold</u> to access Telstra Home Message 101® or MessageBank® .
   - <u>Press and hold</u> ② during a call to answer call waiting.
   - <u>Press and hold</u> ③ to start a 3-Way-Chat.

10. **☎**
    - Press to make, answer or end a home call.
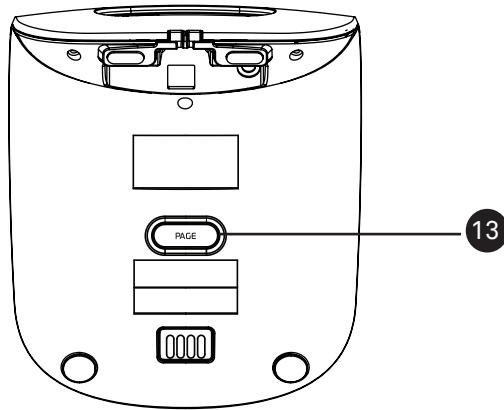
11. ⱽᴼᴸ⁺▲/VOL+

- Tap to increase the listening volume during a call or message playback.
- Tap to increase the base ringer volume while idle.
- Tap to scroll up while in the phonebook or call list.

12. 📱/MOBILE

- Press to make, answer or end a mobile call.

13. PAGE

- Press to page the system handset.

Bottom of the telephone base

HANDSET AND TELEPHONE BASE INDICATORS

Telephone base lights

▶/■	Flashes when there are new memos or messages in the answering machine.

Handset icons

▯	Battery is low; place handset in charger to recharge.
▮	Full battery power level.
▮	2/3 battery power level.
▯	1/3 battery power level.
ECO	The ECO mode activates automatically to reduce power consumption when the handset is within range from the telephone base.
⚘	The handset ringer is off.
✉ VM	Displays on the handset when received a new voicemail from your telephone service provider.
🏠	On when the home line is in use or there is an incoming home call. Flashes when there is an incoming home waiting call.
(•)	On when the mobile line is in use or there is an incoming mobile call. Flashes when there is an incoming mobile waiting call.
✖¹₂	There are Bluetooth devices connected on the mobile devices list.
NEW	There are new call list entries.
ANS ON	The answering machine is turned on.
1/13 MSG#	The message number currently playing and total number of new/old messages recorded.

Telephone base icons

✉ VM	Displays on the base when received a new voicemail from your telephone service provider.
NEW	There are new call list entries.
ANS ON	The answering machine is turned on.
MSG#	The message number currently playing or total number of messages recorded.
⚘	The telephone base ringer is off.
✖¹₂	There are Bluetooth devices connected on the mobile devices list.

NAVIGATING THE MENUS

Your Telstra 13650 has an easy to use menu system. Each menu has a list of options, as outlined on the following page.

To enter the main menu of the handset

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press ▲/▼ to select a handset feature menu, then press **MENU/SELECT** to enter that menu.
3. Press ☎ to cancel an operation, back up to the previous menu, or exit that menu.
4. To return to idle mode, press and hold ☎.

Note: If no key is pressed within 30 seconds, the telephone automatically returns to idle mode.

HANDSET MENU LAYOUT

Play messages	Answering sys	Phonebook	Caller list	Intercom
	Announcement Delete all old Record memo Answer on/off Ans sys setup	Add contact Review Speed dial Del all conts	Review Del all calls	

Bluetooth	Ringers	Set date / time	Settings
Mobile devices	Home volume Home ringtone Mobile volume Mble ringtone		Clr voicemail Key tone

KEYSTROKE TABLE

Dialing key	Characters by number of key presses										
	1	2	3	4	5	6	7	8	9	10	11
1	1	.	-	,	(	)	*	#	&	/	,
2	a	b	c	A	B	C	2				
3	d	e	f	D	E	F	3				
4	g	h	i	G	H	I	4				
5	j	k	l	J	K	L	5				
6	m	n	o	M	N	O	6				
7	p	q	r	S	P	Q	R	S	7		
8	t	u	v	T	U	V	8				
9	w	x	y	z	W	X	Y	Z	9		
0	Space	0									
*											
#											

Note: When entering a name in the phonebook, the first letter of each word is automatically capitalized.

BLUETOOTH

INTRODUCING BLUETOOTH

Your new Telstra 13650 telephone system with Bluetooth wireless technology has the following features:

- Pair and connect up to a maximum of two mobile phones with the telephone base
  to make and receive mobile calls. Only one mobile phone can be active on a call at a time.
- Make and receive calls using your mobile phone plan while utilizing the ease and comfort of your home telephone system.

IMPORTANT INFORMATION

- Refer to the user's manual of your Bluetooth enabled mobile phone for more information about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (a maximum of approximately 10 metres) from the telephone base. Keep connected mobile phones within this range. For optimal performance, keep your mobile phone within 5 metres of the telephone base while using the Telstra 13650 mobile line.
- If your mobile phone has poor reception in your home, the Telstra 13650 cannot improve the reception. However, if there is a location in your house with better reception, you can leave your mobile phone at that location while you use the Telstra 13650 mobile line.
- If you experience poor sound quality, your mobile phone may be too far away from the telephone base. To improve Bluetooth signal strength, place your mobile phone closer to the telephone base (within 5 metres) and make sure that there are no physical obstacles between the telephone base and the mobile phone, such as large furniture or thick walls.

Less than 5 metres for optimal performance

Telstra 13650   **Bluetooth®**   Mobile signal
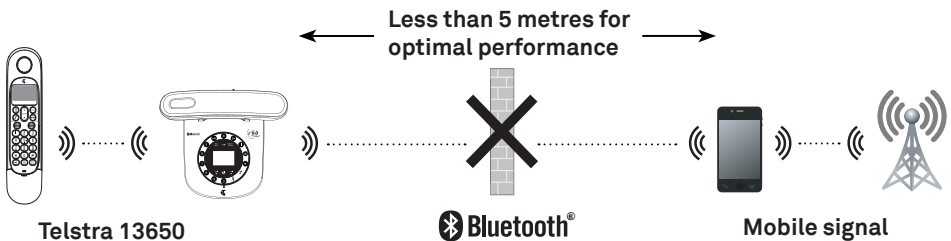
- Charge your mobile phone while it is connected to the telephone base. Your mobile phone's battery will discharge faster while it is connected to the telephone base via Bluetooth wireless technology.
- Monitor your mobile phone's usage because minutes are deducted from your mobile plan for the duration of all mobile calls, depending on the terms of your plan.

Refer to **Bluetooth setup** (page 24) to learn how to set up and manage your Bluetooth enabled devices. Refer to **Using the phone** (page 27) on how to operate your Bluetooth devices with your new Telstra 13650 telephone system with Bluetooth wireless technology.

GLOSSARY OF TERMS

Below are some terms used in this user's manual to help you become familiar with using your Bluetooth enabled mobile phone and your new Telstra 13650 telephone system.

Bluetooth mobile phone - refers to a Bluetooth enabled mobile telephone.

Mobile line - the telephone line associated with your mobile phone service. On your Telstra 13650 telephone base and handset, press to use the mobile line.

Connected - when you pair a Bluetooth mobile phone to the Telstra 13650, it is automatically connected. When a mobile phone is connected, **1** and/or **2** displays after on the handset and the telephone base. If a mobile phone loses its connection to the telephone base, it must be reconnected before you can use the mobile phone with the Telstra 13650.

Disconnected - when a mobile phone is disconnected, the status icon (1/2) on the handset and telephone base no longer displays.

Discoverable mode - before a Bluetooth enabled device can be paired, it must be set to this mode. When pairing your mobile phone, the telephone base will be set to this mode. Depending on the manufacturer, this mode is sometimes referred to as **Find Me** or **Visibility**.

Home line - your conventional telephone land line. On your Telstra 13650 telephone base and handset, press to use the home line.

Paired device - once a Bluetooth enabled mobile phone has been paired with the telephone base, it appears on the mobile devices list. A maximum of two mobile phones can be paired with the telephone base.

Pairing - this refers to the process of Bluetooth enabled mobile phone registering device information with each other. The telephone base must be paired with the Bluetooth enabled mobile phone before it can be used. Depending on the manufacturer, this is also referred to as **Bonding**.

PIN - by default, the PIN is **0000** for the telephone base and for most Bluetooth devices. PIN information may be exchanged between Bluetooth devices before they can be used. This is also known as a **Passkey** or **Passcode**.

BLUETOOTH SETUP

To use a Bluetooth enabled mobile phone with your Telstra 13650, you must first pair and connect it with the telephone base. The Telstra 13650 telephone base and all system handsets can be used to make or answer calls on the mobile phone line.

Bluetooth wireless technology operates within a short range (a maximum of approximately 10 metres). When you pair a Bluetooth mobile phone to the telephone base, make sure your Bluetooth mobile phone is close to the telephone base to maintain sufficient signal strength. For optimal performance, keep your mobile phone within 5 metres of the telephone base while using the mobile line.
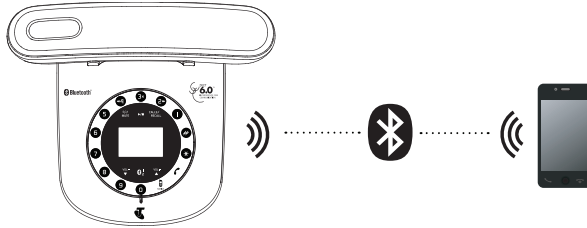
ADD A MOBILE PHONE

Before you begin, make sure that you have mobile coverage and your Bluetooth enabled mobile phone is not connected to any other Bluetooth devices. Refer to your mobile phone user's manual to learn how to search for or add new Bluetooth devices.

You can pair and connect up to two mobile phones to the telephone base. All paired mobile phones are shown on the mobile devices list. Only one Bluetooth mobile phone can be on a call at a time.

Once you have paired and connected a device with the telephone base, you do not need to repeat the procedure again unless you have replaced the paired mobile phone with a new one.

To pair and connect a mobile phone:

1. Tap $\bigcirc_2^1$ on the telephone base and you hear two beeps.

    • When slot 1 is empty, the base screen displays **Pairing D1...** and the $\bigcirc^1$ icon flashes.

    • When slot 1 is paired and slot 2 is empty, the base screen displays **Pairing D2...** and the $\bigcirc_2$ icon flashes.

    • When both slots are paired, the base screen displays **Replace 1 or 2?** Press **1** or **2** to choose the desired slot. Then the corresponding icon ($\bigcirc^1$ or $\bigcirc_2$) flashes.
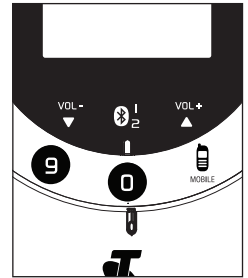
2. Turn on the Bluetooth feature of your mobile phone.
   Once your mobile phone finds your Telstra phone (Telstra 13650), press the appropriate key on your mobile phone to continue the pairing process.

    • Your mobile phone may prompt you to enter the PIN of the telephone base. The default PIN of the telephone base is **0000**.

    • All mobile phones that are connected to the telephone base are disconnected temporarily until the pairing process is completed.

3. When the mobile phone is successfully paired and connected to the telephone base, you hear two beeps. The corresponding status icon ($\bigcirc^1$ or $\bigcirc_2$) displays.

If you have trouble pairing your mobile phone, it may not be compatible with your Telstra 13650.

• The pairing process may take up to one minute. If the pairing process fails, try again.

• The steps for the pairing process may vary for different mobile phones. If this happens, follow the prompts on your mobile phone and your Telstra 13650 to complete the pairing process.

REVIEW THE MOBILE DEVICES LIST

1. Press **MENU/SELECT** on the handset when idle.
2. Press ▲/▼ to scroll to **Bluetooth**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Mobile devices**, then press **MENU/SELECT**.

AUTO CONNECTION

A mobile phone may be disconnected from the telephone base when:

• The Bluetooth feature of your connected mobile phone is turned off.
• The power of your mobile phone is turned off.
• Your mobile phone is not within range of the telephone base.

When the Bluetooth feature or power on the mobile phone is turned on, or it moves within range of the base, the base will try to reconnect to the mobile phone.

USING THE PHONE

MAKE, ANSWER OR END A HOME CALL

Using the telephone base

To make a home call at the telephone base:
Press 📞.
When you hear a dial tone, dial the number.

To answer a home call at the telephone base:
Press 📞 or any dialing key.

To end a home call at the telephone base:
Press 📞.

Using the handset

To make a home call on a handset:
Press 📞 or 🔊.
When you hear a dial tone, dial the number.

To answer a home call on a handset:
Press 📞 or 🔊 or any dialing key.

To end a home call on a handset:
Press 📞 on the handset, or place the handset on the telephone base.

MAKE, ANSWER OR END A MOBILE CALL

Using the telephone base

To make a mobile call at the telephone base:
Press 📱. The telephone base displays **Select a device**.
- If you have only one mobile phone connected to the telephone base, press 📱 and then the telephone base displays **Enter number**.
- If you have two mobile phones connected to the telephone base, tap ▲/▼ to select a mobile phone and then press 📱. Then the telephone base displays **D1/D2 selected**.

Enter the telephone number, then press 📱 to dial.
- Tap ▼ to make corrections.

To answer a mobile call at the telephone base:
Press 📱 or any dialing key.

To end a mobile call at the telephone base:

Press 📱.

Using the handset

To make a mobile call on a handset:

Press 📱. The handset displays **Select a device** briefly.

- If you have only one mobile phone connected to the telephone base, press **MENU/SELECT** and then the handset displays **D1 selected**.
- If you have two mobile phones connected to the telephone base, tap ▲/▼ to select a mobile phone and then press **MENU/SELECT**. Then the handset displays **D1/D2 selected**.

Enter the telephone number, then press 📱 to dial.

- Press **MUTE/DELETE** or 📞 to make corrections.

To answer a mobile call on a handset:

Press 📞, 📱 or ◀╲ or any dialing key.

To end a mobile call on a handset:

Press 📞 on the handset, or place the handset on the telephone base.

HANDSET SPEAKERPHONE

When the handset is on a call, press ◀╲ to switch between the handset speakerphone and the handset earpiece.

When the speakerphone is active, the handset displays **Speaker**.

VOLUME CONTROL

To adjust the listening volume on a handset:

During a call, press ▲/▼.

To adjust the listening volume at the telephone base:

During a call, tap ▲/▼.

MUTE

The mute function allows you to hear the other party but the other party cannot hear you.

To mute a call on a handset:

During a call, press **MUTE/DELETE**. The screen displays **Muted** until the mute function is turned off.

Press **MUTE/DELETE** again to resume the conversation.

To mute a call at the telephone base:

During a call, tap 🔇. The screen displays **Muted** until the mute function is turned off.

Press 🔇 to resume the conversation.

TEMPORARY RINGER SILENCING

When the telephone is ringing, you can temporarily silence the ringer of the handset or the telephone base without disconnecting the call. The next call rings normally at the preset volume.

To silence the ringer temporary on a handset:

Press 📞 or **MUTE/DELETE** on the handset. 🔕 displays and **Ringer muted** displays briefly.

To silence the ringer temporary at the telephone base:

Press 🔇 or ▼ on the telephone base. 🔕 displays and **Ringer muted** displays briefly.

REDIAL

The last 10 telephone numbers dialed (up to 30 digits) are stored in the system memory.

To review and dial a redial number:

1. Press **REDIAL/PAUSE** when idle.
2. Press ▲/▼ or **REDIAL/PAUSE** repeatedly to browse.
3. When the desired entry displays, press 📞 or 🔊 to dial.

   -OR-

   Press 📱 to dial using the mobile line. Press ▲/▼ to scroll to select the desired mobile phone when necessary, then press **MENU/SELECT**.

-OR-

1. Press 📞 or 🔊 to use the home line.

   -OR-

   Press 📱 to use the mobile line. Press ▲/▼ to scroll to select the desired mobile phone when necessary, then press **MENU/SELECT**.
2. Press **REDIAL/PAUSE** to enter the redial list.
3. Press ▲/▼ or **REDIAL/PAUSE** repeatedly to browse until the desired entry displays.
4. Press **MENU/SELECT** to dial the displayed number.

To delete a redial number:

• When the handset displays the number you want to delete, press **MUTE/DELETE**.

CHAIN DIALING

Use this feature on the handset to initiate a dialing sequence from numbers stored in the phonebook, call list or redial list while you are on a call.

To access a number from the phonebook while on a call:

1. Press **MENU/SELECT**.
2. Press ▲/▼ to sroll to **Phonebook**, then press **MENU/SELECT** on the handset.
3. Press ▲/▼ to scroll to **Review**, then press **MENU/SELECT** on the handset.
4. Press ▲/▼ to scroll to the desired entry, then press **MENU/SELECT** on the handset to dial.

To access a number from the call list while on a call:

1. Press **MENU/SELECT**.
2. Press ▲/▼ to scroll to **Caller list**, then press **MENU/SELECT** on the handset.
3. Press ▲/▼ to scroll to **Review**, then press **MENU/SELECT** on the handset.
4. Press ▲/▼ to scroll to the desired entry, then press **MENU/SELECT** on the handset to dial.

To access a number from the redial list while on a call:

1. Press **REDIAL/PAUSE** to enter the redial list.
2. Press ▼, ▲ or **REDIAL/PAUSE** repeatedly to browse to the desired entry.
3. Press **MENU/SELECT** on the handset to dial.

TRANSFER A CALL

While on an outside call, you can transfer the call from one system device to another. You can only use the handset to transfer a call.

1. During a call, press **MENU/SELECT**. Press ▲/▼ to scroll to **Transfer**, then press **MENU/SELECT**.
2. If you have two or more handsets, your handset shows **Transfer to:** Press **7** for the telephone base, or **1-5** for **HANDSET 1** to **HANDSET 5**.

   The outside call is put on hold and the handset shows **Calling HS X/Calling base**, and then **Transferred**. The destination device rings and shows **Incoming call**.
3. To answer the call on the destination handset, press 📞, 📱, ◀》 or any dialing key.

   -OR-

   To answer the call on the telephone base, press 📞, 📱 or any dialing key.

PAGE HANDSET

This feature helps you find misplaced handsets.

To start the paging tone:

*   Press **PAGE** at the bottom of the telephone base. All idle handsets ring and display ✷✷ **Paging** ✷✷.

To stop the paging tone:

*   Press 📞, 🔊, 📵, 📱 or any dialing key on a handset, or return the handset to the telephone base.

    -OR-

*   Press **PAGE** at the bottom of the telephone base.

MULTIPLE HANDSET USE (MULTI-HANDSET PACKS ONLY)

JOIN A CALL IN PROGRESS

Another handset or the telephone base can join an outside call. You can share an outside call with the telephone base and up to four handsets at the same time.

To join a call with a handset:

- When a handset or the telephone base is already on a call, press 📞 or 🔊 on another handset to join the call.
- Press ☎ or place the handset in the telephone base to exit the call. The call continues on the other handset until both handsets hang up.

To join a call with the telephone base:

- When a handset is already on a call, press 📞 on the telephone base to join the call.
- Press 📞 on the telephone base to exit the call. The call continues until both devices hand up.

INTERCOM

Use the intercom feature for conversations between two system devices. You can only use the handset to initiate an intercom call.

To initiate an intercom call:

1. Press **MENU/SELECT**, then ▲/▼ to scroll to **Intercom**, then press **MENU/SELECT**. When you have more than one handset, your handset shows **Intercom to**. Use the dialing keys to enter a destination device number (**7** for the telephone base, or **1** to **5** for **HANDSET 1** to **HANDSET 5**). Your handset shows **Calling HS X/Calling base**. The destination device rings and shows **HANDSET X is calling**.

2. To answer the intercom call with the destination handset, press 📞, 📱, 🔊 or any dialing key. Both handsets now show **Intercom**.

   -OR-

   To answer the intercom call at the telephone base, press 📞 or any dialing key. Both the handset and telephone base now show **Intercom**.

3. To end the intercom call with either handset, one party presses ☎, or places the handset back in the telephone base. Both handsets display **Intercom ended**.

   -OR-

   To end the intercom call at the telephone base, press 📞 or 📱. Both system devices display **Intercom ended**.

ANSWER AN INCOMING CALL DURING AN INTERCOM CALL

If you receive an incoming call during an intercom call, you will hear an alert tone. Both system devices flash 📞/📱 .

To answer on a handset:

- To answer a home call, press 📞. The intercom call ends automatically.
- To answer a mobile call, press 📵 to end the intercom call. The telephone continues to ring. Then press 📱.
- To end the intercom call without answering the outside call, press 📵. The intercom call ends and the telephone continues to ring.

To answer at the telephone base:

- To answer a home call, press 📞 to end the intercom call. The telephone continues to ring. Then press 📞.
- To answer a mobile call, press 📞 to end the intercom call. The telephone continues to ring. Then press 📱.
- To end the intercom call without answering the outside call, press 📞. The intercom call ends and the telephone continues to ring.

PHONEBOOK

The phonebook stores up to 200 entries with up to 30 digits for each phone number and 15 characters for each name. You can only use the handset to add, edit or delete phonebook entries, which are shared by all devices.

ADD A PHONEBOOK ENTRY

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Phonebook**, then press **MENU/SELECT** on the handset.
3. Press ▲/▼ to scroll to **Add contact**, then press **MENU/SELECT** on the handset.
4. Enter a number.

    -OR-

    Copy a number from the redial list by pressing **REDIAL/PAUSE** then ▲/▼ , or pressing **REDIAL/PAUSE** repeatedly to find the desired number. Press **MENU/SELECT** on the handset to copy the number.
5. Press **MENU/SELECT** on the handset to move on to the name.
6. Enter a name, then press **MENU/SELECT** on the handset to save. You hear a confirmation tone.

-OR-

1. Use the dialing keys to enter a number when idle. Press **MENU/SELECT**. The handset displays **Enter number**.
2. Enter a number.

    -OR-

    Copy a number from the redial list by pressing **REDIAL/PAUSE** then ▲/▼ , or pressing **REDIAL/PAUSE** repeatedly to find the desired number. Press **MENU/SELECT** on the handset to copy the number.
3. Press **MENU/SELECT** on the handset to move on to the name.
4. Enter a name, then press **MENU/SELECT** on the handset to save. You hear a confirmation tone.

REVIEW PHONEBOOK ENTRIES

Phonebook entries appear alphabetically.

1. Press 📖 on the handset or tap 🔇 on the telephone base when idle to show the first entry in the phonebook.
2. Press ▲/▼ on the handset or tap ▲/▼ on the telephone base to browse through the phonebook.

1. Press **MENU/SELECT** on the handset when idle.
2. Press ▲/▼ to scroll to **Phonebook**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Review**, then press **MENU/SELECT**.
4. The handset displays the first entry in the phonebook. Press ▲/▼ to browse through the phonebook.

ALPHABETICAL SEARCH

You can only perform an alphabetical search on a handset.

1. Press 🕮 on the handset when idle.

   -OR-

   i.   Press **MENU/SELECT** on the handset when idle.
   ii. Press ▲/▼ to scroll to **Phonebook**, then press **MENU/SELECT**.
   iii. Press ▲/▼ to scroll to **Review**, the press **MENU/SELECT**.

2. Use the dialing keys to enter the letter associated with the name. For example, if you have the entries named Jennifer, Jessie, Kevin and Linda in your phonebook, press **5** (JKL) once to see Jennifer (when **Jennifer** displays, press ▼ to see **Jessie**), twice to see **Kevin**, or three times to see **Linda**. If necessary, press ▲/▼ to browse.

DIAL A PHONEBOOK ENTRY

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 34 and page 35 respectively).
2. To dial the displayed entry on the handset, press 📞 or 🔊 to use the home line; or press 📱 to use the mobile line.

   -OR-

   To dial the displayed entry on the telephone base, press 📞 to use the home line; or press 📱 to use the mobile line.

EDIT A PHONEBOOK ENTRY

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 34 and page 35 respectively).
2. When the desired entry displays, press **MENU/SELECT** on the handset. The handset displays **Edit number**.
3. Edit the number, then press **MENU/SELECT** on the handset. The handset displays **Edit name**.
4. Edit the name, then press **MENU/SELECT** on the handset to save the entry. You hear a confirmation tone.

DELETE A PHONEBOOK ENTRY

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 34 and page 35 respectively).
2. Press **MUTE/DELETE** and then the handset displays **Delete contact?**.
3. Press **MENU/SELECT** to confirm. The handset displays **Deleting...** and then **Contact deleted**. The handset returns to the previous menu and you hear a confirmation tone.

DELETE ALL PHONEBOOK ENTRIES

1. Press **MENU/SELECT** on the handset when idle.
2. Press ▲/▼ to scroll to **Phonebook**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Del all conts**, then press **MENU/SELECT**. The handset displays **Delete all?**.
4. Press **MENU/SELECT** to confirm. The handset displays **Deleting...** and then **Contact deleted**. The handset returns to the previous menu and you hear a confirmation tone.

PHONE SETTINGS

USING THE MENU

You can only use a handset to change the telephone settings.

In the ringers menu, you can select the ringer tones and adjust the ringer volume for incoming calls.

In the settings menu, you can change the settings for voicemail indicators and key tone.

Go to Answering machine from page 45 to page 49 for instructions to modify answering machines.

To enter the handset menu:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ until the screen displays the desired feature menu.
3. Press **MENU/SELECT** to enter that menu.
   - To return to the previous menu, press 📞.
   - To return to idle mode, <u>press and hold</u> 📞.

RINGER VOLUME

Telephone base ringer volume:

- Tap ▲ᵛᵒˡ⁺ or ▼ᵛᵒˡ⁻ when idle.
- When you set the ringer volume to zero, the base ringer is off. The telephone base announces, "Base ringer is off." and displays **Ringer off** and 🔕.

Handset ringer volume:

You can set the ringer volume or turn the ringer off on each handset. When the ringer is off, Ringer off and 🔕 appears on the handset.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Ringers**, then press **MENU/SELECT**.
3. Press ▲/▼ to select **Home volume** or **Mobile volume**, then press **MENU/SELECT.**
4. Press ▲/▼ to sample each volume level.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

RINGER TONE

You can choose from different ringer tones for each handset.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Ringers**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Home ringtone** or **Mble ringtone**, then press **MENU/SELECT**.
4. Press ▲/▼ to sample each ringer tone.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

SET DATE AND TIME

The answering machine announces the date and time of each message prior to playing it. Before using the answering machine, set the date and time as follows. If you subscribe to a Calling Number Display service, the date and time are set automatically with each incoming call. Make sure the settings are correct so that the answering machine works properly.

To manually set the date and time:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Set date/time**, then press **MENU/SELECT**.
3. Enter the month, date and year, then press **MENU/SELECT**.
4. Enter the hour and minute, then scroll to select **AM** or **PM**.
5. Press **MENU/SELECT** to save the settings and return to the previous menu. You hear a confirmation tone.

CLEAR VOICEMAIL INDICATORS

Use this feature when the telephone indicates that there is new voicemail but there are none. This feature only turns off the indicators, New voicemail and ✉. It does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

After you have listened to all new voicemail messages, the indicators on the handsets and the telephone base turn off automatically.

To manually turn off the new voicemail indicators:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Settings**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Clr voicemail**, then press **MENU/SELECT**. The screen displays **Reset VM Icon?**.
4. Press **MENU/SELECT** to confirm and return to the previous menu. You hear a confirmation tone.

KEY TONE

You can turn the key tone on or off for each handset. If you turn the key tone on, the handset beeps with each key press. If you turn the key tone off, there are no beeps when you press the handset keys.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Settings**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Key tone**, then press **MENU/SELECT**.
4. Press ▲/▼ to scroll to **Key tone:On** or **Key tone:Off**.
5. Press **MENU/SELECT** to confirm. You hear a confirmation tone.

QUIET MODE

You can turn on the quiet mode for a period of time (1-12 hours). During this period, all tones (except paging tone) and call screening are muted.

When you turn on the quiet mode, the answering machine turns on automatically. When the quiet mode duration expires, the answering machine remains on.

To set the duration and turn the quiet mode on:

1. <u>Press and hold</u> **#** on the handset when idle. The screen shows **Quiet:__ hours (1-12)**.
2. Enter the desired duration (1-12), then press **MENU/SELECT**. You hear a confirmation tone. The handset displays **Ouiet mode on, ANS ON** and 🔕.

To turn the quiet mode off:

• <u>Press and hold</u> **#** on the handset when idle. The screen displays **Quiet mode off** briefly and then returns to idle.

TELSTRA NETWORK SERVICES*

*Subscription and/or usage charges may apply to use these services. Call 132200 or visit telstra.com/homephone for more information.

CALLING NUMBER DISPLAY

If you have subscribed to Telstra's Calling Number Display service, you will be able to see your caller's number on your handset display (provided it is not blocked) prior to answering the call. If your caller's name is stored in the phonebook and a number match is found, you will see the caller's name on the display instead.

Calling Number Display from the home line allows you to see the name, number, date and time of the incoming calls. The calling number display may appear differently if the caller is matched to a phonebook entry (see **Memory match** on page 41).

When Telstra's Calling Number Display is active on your service, incoming numbers will be saved in the telephone's call list. Your phone can store the date/time information for up to 50 answered or unanswered calls in the call log. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your phonebook, the caller's name stored in the phonebook will be displayed with the number. The phone deletes the oldest entry when the log is full to make room for new calls. This information is common to the telephone base and all handsets, so changes made using any handset or the telephone base are reflected in all other handsets. If you answer a call before the information appears on the screen, it does not show in the call list history.

> **Note:** If the phone number has more than 24 digits, only the last 24 digits will be saved or shown in the call list.

Missed calls are marked with xx Missed call(s). Each time you review a call list entry marked with **NEW**, the number of missed calls decreases by one. When you have reviewed all the missed calls, the missed calls indicator no longer shows. You can review, redial, and copy an entry into the phonebook. Entries appear in reverse chronological order. Only one handset can review the call list at a time. If a handset tries to enter the call list while another handset is already in it, Not available at this time appears. The call list information might not be available for every incoming call. The callers might intentionally block their names and / or telephone numbers.

MEMORY MATCH

If the incoming telephone number matches the exact telephone number in your phonebook, including area code, the name that appears on the screen matches the corresponding name in your phonebook.

For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your phonebook.

Note: The number you see on your calling number display is in the format sent by the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number).

CALL LIST DISPLAY SCREEN MESSAGE

With some incoming calls, if the telephone number is not available, the handset may display one of the following explanations:

Unavailable   This caller's number is unavailable.

Private   The caller is blocking the telephone number.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.

IMPORTANT

To use Telstra's Calling Number Display you must first subscribe to the service from Telstra. For more information on Telstra Network Services call Telstra on 13 22 00. To ensure the caller's name is displayed, make sure you have stored the full telephone number, including the area code, in the phonebook.

MISSED CALL INDICATOR

When there are calls that have not been reviewed in the call list, the screens display **XX Missed calls**. When you have reviewed all the missed calls, the missed call indicator goes away.

Each time you review a call list log entry marked **NEW** on the handset or **NEW** on the telephone base, the number of missed calls decreases by one.

If you do not want to review the missed calls one by one, press and hold 📞 on the handset or 📞 on the telephone base when not in use to clear the missed call indicator. All the entries are then considered old and kept in the call list.

REVIEW THE CALL LIST

Review the call list to find out who called, to return the call, or to copy the caller's name and number into your phonebook.

1. Press ᶜᵃˡˡˢ on the handset, or tap **CALLS/RECALL** on the telephone base when idle. The screen displays **Entries in CID XX** for a few seconds.
2. Press ▲/▼ on the handset or tap ▲/▼ on the telephone base to browse.

-OR-

1. Press **MENU/SELECT** on the handset when idle.
2. Press ▲/▼ to scroll to **Caller list**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Review**. The handset displays **Entries in CID XX** for a few seconds.
4. Press ▲/▼ to browse. You hear a double beep when you reach the beginning or end of the call list entry.

DIAL A CALL LIST ENTRY

1. Search for the desired call list entry (see **Review the call list** above).
2. Press 📞, 📱 or ◀)) on a handset to dial.

> **Note:** Whilst you can view and dial your call list entries from the base, the following two actions, save and delete, can only be performed via the handset

SAVE A CALL LIST ENTRY TO THE PHONEBOOK

1. Search for the desired call list entry (see **Review the call list** above).
2. Press **MENU/SELECT** to choose an entry.
3. Edit the number, then press **MENU/SELECT** to move to the name.
4. Edit the name, then press **MENU/SELECT** when done and it shows **Saved**.

DELETE CALL LIST ENTRIES

To delete one entry:

1. Search for the desired call list entry (see **Review the call list** above).
2. Press **MUTE/DELETE** on the handset to delete the displayed entry.

To delete all entries:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Call list**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Del all calls**, then press **MENU/SELECT**.
4. When the handset shows **Delete all?**, press **MENU/SELECT** to delete all call list entries. The handset displays **Deleting...** and you hear a confirmation tone. The handset returns to the previous menu.

FLASHING MESSAGE INDICATOR (FMI)

The Telstra 13650 is designed to provide visual indication when a new message is left in your Telstra Home Messages 101® or MessageBank® service. To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 22 00. When a new message is left, New voicemail the 🖂 icon will be displayed on the handsets. After you have listened to your message(s), the 🖂 icon will disappear and the indicators on the handsets turn off automatically.

Reset the voicemail indicators when the telephone indicates that there is new voicemail but there is none (for example, when you have accessed your voicemail while away from home). Clearing the voicemail waiting indicators only turns off the indicators; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

To reset the voicemail indicator:

1. Press **MENU/SELECT** in idle mode to enter the main menu.
2. Press ▲/▼ to scroll to **Settings**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Clr voicemail**, then press **MENU/SELECT**.
4. The screen displays **Reset VM Icon?**, then press **MENU/SELECT** to confirm.

Notes:

- Your telephone service provider might alert you to new voicemail messages with a stutter (broken) dial tone. Contact your telephone service provider for more details.
- For more information about the difference between your answering machine and voicemail, see page 48.

TELSTRA HOME MESSAGES 101® OR MESSAGEBANK®

You can get messages from your Telstra fixed home phone when you are away from the phone, busy on another call or using the Internet. Callers will hear a standard greeting inviting them to leave a message.

To call Telstra Home Messages 101® or MessageBank®

While the handset or telephone base is in idle mode, press and hold **1**. The handset or the telephone base will dial 125101.

OR

Press 📞 or 🔊 on the handset, or press 📞 on the telephone base, then press and hold **1**. The handset or telephone base will dial 125101.

CALL WAITING

Call Waiting tells you if a new caller is trying to contact you when you are already on the phone. A network tone alerts you to the new caller, so you can answer your second incoming call by putting the first caller on hold.

1. Press and hold **2**. Your first caller is put on hold and you can talk to your second caller.
2. To revert back to the original caller, press and hold **2** again.

3-WAY CHAT

This service is available on most lines ready for you to use. If you are already on a call, you can add another person and then have a 3-Way Chat.

To put existing call on hold and make a new call then to 3-Way Chat

1. Press 📞 on the handset or on the telephone base you are currently using.
2. Dial the second phone number.
3. Press and hold **3** on the handset or telephone base to connect the 3-Way Chat after the second call answered.

To Split a 3-Way Chat or switch between callers

- Press and hold **2**.

ANSWERING MACHINE

The answering machine can record and store up to 59 messages. Each message can be up to 3 minutes in length depending on the message length set (see **Message recording time** on page 48). The total storage capacity for the outgoing message, messages and memos is approximately 30 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

Note: The answering machine will answer calls after 13 rings even when it is turned off. This allows the remote access feature to work.

ANNOUNCEMENT

The telephone is preset with a greeting that answers calls with, "**Hello. Please leave a message after the tone**." You can use this preset announcement, or replace it with your own.

RECORD YOUR OWN ANNOUNCEMENT

You can record an announcement up to 90 seconds, but any announcement shorter than two seconds will not be recorded.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** again to select **Announcement**. The system announces, "**To play, press 2. To record, press 7**."
4. Press **7** to record an announcement. The system announces, "**Record after the tone. Press 5 when you are done**."
5. After the tone, speak towards the microphone.
6. Press 5 when done. The answering machine automatically plays back the newly recorded announcement, then returns to the previous menu.

PLAY YOUR ANNOUNCEMENT

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** again to select **Announcement**. The system announces, "**To play, press 2. To record, press 7**."
4. Press **2** to play the current announcement.

DELETE YOUR ANNOUNCEMENT

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** again to select **Announcement**. The system announces, "**To play, press 2. To record, press 7**."
4. Press **3** or **DELETE** to delete your recorded announcement. The handset displays **Annc deleted**. You hear a confirmation tone.

ANSWER ON/OFF

The answering machine must be turned on to answer and record messages.

When the answering machine is turned on, **ANS ON** displays on the handset and the telephone base.

To set answer on/off with a handset:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Answer on/off**, then press **MENU/SELECT**.
4. Press ▲/▼ to scroll to **Answer: On** or **Answer: Off**, then press **MENU/SELECT**. You hear a confirmation tone.

CALL SCREENING

Use this feature to choose whether incoming messages can be heard while they are being recorded.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Ans sys setup**, then press **MENU/SELECT**.
4. Press **MENU/SELECT** again to select **Call screening**.
5. Press ▲/▼ to scroll to **Screening: On** or **Screening: Off**, then press **MENU/SELECT**. You hear a confirmation tone.

NUMBER OF RINGS

You can choose two, three, four, five or six rings; or toll saver. With toll saver selected, the answering machine answers after two rings if you have new messages, or after four rings when there are no new messages. This enables you to check for new messages and avoid paying long distance charges when calling from out of your local area.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Ans sys setup**, then press **MENU/SELECT**.
4. Press ▲/▼ to scroll to **# of rings**, then press **MENU/SELECT**.
5. Press ▲/▼ to scroll to select **6**, **5**, **4**, **3**, **2** or **Toll saver**, then press **MENU/SELECT**. You hear a confirmation tone.

REMOTE ACCESS CODE

A two-digit security code is required to access the answering machine remotely from any touch-tone telephone. The preset code is **00**. You can set the code from **00** to **99**.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Ans sys setup**, then press **MENU/SELECT**.
4. Press ▲/▼ to scroll to **Remote code**, then press **MENU/SELECT**.
5. Enter a two-digit number, then press **MENU/SELECT**. You hear a confirmation tone.

MESSAGE ALERT TONE

When the message alert tone is set to **On**, and there is at least one new message, the telephone base beeps every 10 seconds. The message alert tone is preset to **Off**. There is no audible alert at the handset.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Ans sys setup**, then press **MENU/SELECT**.
4. Press ▲/▼ to scroll to **Msg alert tone**, then press **MENU/SELECT**.
5. Press ▲/▼ to scroll to **Tone: On** or **Tone: Off**, then press **MENU/SELECT**. You hear a confirmation tone.

MESSAGE RECORDING TIME

You can set the recording time limit for each incoming message. The message length is three minutes by default.

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Ans sys setup**, then press **MENU/SELECT**.
4. Press ▲/▼ to scroll to **Recording time**, then press **MENU/SELECT**.
5. Press ▲/▼ to scroll to **3 minutes**, **2 minutes** or **1 minute**, then press **MENU/SELECT**. You hear a confirmation tone.

ANSWERING MACHINE AND VOICEMAIL

Your telephone has separate indicators for two different types of voice messages: those left on its built-in digital answering machine and those left with your telephone service provider's voicemail. Your telephone's built-in digital answering machine messages and voicemail messages are separate. Each alerts you to new messages differently.

- If ▶/■ on the telephone base flashes, **XX New messages** displays on the handset and telephone base, there are new messages in the built-in answering machine. To listen to the messages recorded on your digital answering machine, tap ▶/■ on the telephone base. To listen to messages with a handset, see **To play messages on a handset** on page 50.

- If ✉ and **New voicemail** display on the handset and the telephone base, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, <u>press and hold</u> **1** on your handset. See **Telstra Home Messages 101® or MessageBank®** on page 43.

Some telephone service providers bundle or combine multiple services like voicemail and call waiting, so you may not be aware that you have voicemail. To check what services you have and how to access them, contact your telephone service provider.

To use your voicemail service rather than your answering machine, turn off your answering machine. To use your answering machine rather than your voicemail service, contact your telephone service provider to deactivate your voicemail service.

USING THE ANSWERING MACHINE AND VOICEMAIL TOGETHER

You can also use your telephone answering machine and voicemail together by setting your built-in answering machine to answer before voicemail answers as described below. To learn how to program your voicemail settings, contact your telephone service provider. Then, if you are on a call, or if the answering machine is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set your answering machine to answer calls at least two rings earlier than your voicemail is set to answer. For example, if your voicemail answers after six rings, set your answering machine to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting.

MESSAGE CAPACITY

The answering machine can record and store up to 59 messages. Each message can be up to three minutes in length, depending on the recording time set (see page 48). The total storage capacity for the announcement, messages and memo is approximately 14 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

NEW MESSAGE INDICATION

The ▶/■ light on the telephone base flashes and **XX new messages** displays on the handset and telephone base when there are new answering machine messages.

If the message alert tone is turned on, the telephone base beeps every 10 seconds when there are messages that have not been reviewed.

CALL SCREENING

To screen a call at the telephone base:

If the answering machine and call screening are turned on, the announcement and the incoming message broadcast at the telephone base while the call is answered by the answering machine.

Options while a message is being recorded:
- Tap ▲/▼ to adjust the call screening volume.
- Tap ▲ to temporarily turn on the call screening if the call screening is set to off.
- Tap ▶/■ to temporarily turn on or off the call screening.

To screen a call at a handset:

If the answering machine is on, the announcement and the incoming message broadcast at the telephone base when a call is answered by the answering machine. At the same time, the handset shows **To screen call press [SELECT]**. Press **MENU/SELECT** to screen the call on your handset. The handset shows the caller's information. If you do not subscribe to caller ID service, the handset shows **Screening...**.

Options while a message is being recorded:
- Press **VOL+/VOL-** to adjust the call screening volume.
- Press ☎ to temporarily silence the call screening.
- Press **MENU/SELECT** to temporarily turn on the call screening if it is set to off.
- Press ◀» to switch between the speakerphone and the handset earpiece.

CALL INTERCEPT

If you want to talk to the caller whose message is being recorded, press 📞 or 🔊 on the handset, or 📞 on the telephone base.

TEMPORARILY TURN OFF THE MESSAGE ALERT TONE

If the message alert tone is turned on (see page 47), the telephone base beeps every 10 seconds when there are new messages. Pressing any telephone base key (except **PAGE**) temporarily silences the message alert tone.

The message alert tone resumes when you receive a new message.

MESSAGE PLAYBACK

On the telephone base, when playback begins, the total number of old or new messages is announced, and the message window displays the message number currently playing.

On a handset, when playback begins, the total number of new and old messages is announced, and it displays the number of old and new messages.

Before each message, you hear the day and time of the recording. If the date and time are not set, you hear, "Time and date not set." before playback.

After the last message, you hear, "End of messages."

If the recording time is less than three minutes, you hear, "Less than three minutes to record."

If there is no remaining recording time, you hear "Memory is full."

If there are no recorded messages, the screen shows **No message** and you hear, "You have no message."

To play messages on a handset:
1. Press **MENU/SELECT** when idle.
2. Press **MENU/SELECT** to select **Play messages**.

Options during playback:
*   Press ▲/▼ to adjust the message playback volume.
*   Press **6** to skip to the next message.
*   Press **4** to repeat the message. Press **4** twice to hear the previous message.
*   Press **3** to delete the playing message.
*   Press **OFF** to stop the playback.
*   Press 🔊 to switch between speakerphone and handset earpiece.

To play messages at the telephone base:

• Tap ▶/■ when idle.

Options during playback:

• Press ▲/▼ to adjust the message playback volume.
• Press **2▶▶** to skip to the next message.
• Press **◀◀4** to repeat the message. Press **◀◀4** twice to listen to the previous message.
• Press **3X** to delete the playing message.
• Tap ▶/■ to stop the playback.

DELETE ALL OLD MESSAGES

You can only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

To delete all old messages on a handset:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Delete all old**, then press **MENU/SELECT**. The handset shows **Delete all msg?**.
4. Press **MENU/SELECT** to confirm. The handset displays **Deleting...** then **No old messages** and then returns to the previous menu. You hear a confirmation tone.

RECORD, PLAY AND DELETE MEMOS

Memos are your own recorded messages used as reminders for yourself or others using the same answering machine. You can record your own memos using a system handset. Play and delete them in the same way as incoming messages (see **Message playback** on page 50) .

To record a memo:

1. Press **MENU/SELECT** when idle.
2. Press ▲/▼ to scroll to **Answering sys**, then press **MENU/SELECT**.
3. Press ▲/▼ to scroll to **Record memo**, then press **MENU/SELECT**.
4. The system announces, "Record after the tone. Press **5** when you are done." After the tone, speak towards the microphone.
5. Press **5** to stop the recording. The system announces, "Recorded".

REMOTE ACCESS

A two-digit security code is required to access the answering machine remotely from any touch-tone telephone. The preset code is **00**. See **Remote access code** on page 47 to change it.

1. Dial your telephone number from any touch-tone telephone.
2. Enter the two-digit security code after the announcement.
3. You can enter one of the following remote commands:

Command	Description
1	Play all messages.
2	Play new messages.
3	Delete the current message (during playback).
33	Delete all old messages.
4	Repeat the current message (during playback).
5	Stop.
*5	Hear a list of remote commands.
6	Skip to the next message (during playback).
*7	Record a new announcement.
8	End the call.
0	Turn the answering machine on or off.

4. Hang up or press **8** to end the call.

HELP

My telephone doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the battery connector securely into the handset.
- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.
- Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the handset charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- You may need to purchase a new handset battery.

I cannot get a dial tone.

- Try all the suggestions above.
- Move the handset closer to the telephone base. You may have moved out of range.
- If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect to a different phone. If there is no dial tone on that phone either, the problem is in your wiring or telephone service. Contact your telephone service provider.
- Your line cord may be defective. Try installing a new line cord.

I cannot dial out.

- Try all the suggestions above.
- Make sure you have a dial tone before dialing. The handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances might cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the handset before dialing, or dial from another room with less background noise.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your service provider for more information.

My handset isn't performing normally.

- Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different working electrical outlet without a wall switch.
- Move the handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and reinstall the backup batteries. Allow up to one minute for the handset and telephone base to reset.
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Out of range OR Base no power appears on my handset.

- Ensure you plug the telephone base in properly and the power is on.
- Place the handset closer to the telephone base for synchronization.
- Move the handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

The handset battery does not accept charge while in the handset charger.

- If the handset is in the handset charger and the charge light is not on, refer to The charge light is off on page 56.
- Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the handset charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use.
- You may need to purchase a new battery.

I get noise, static, or weak signals even when I'm near the telephone base.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and Calling Number Display problems as a result of DSL interference. Contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

I experience poor sound quality when using the handset speakerphone.

- For increased sound quality while using the handset speakerphone, place the handset on a flat surface with the dialing keys facing up.

I hear other calls while using my phone.

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

The telephone does not ring when there is an incoming call.

- Make sure that the ringer is not off.
- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack.
- Make sure you plug in the power cord securely.
- Make sure the battery is correctly installed if necessary.
- The handset may be too far from the telephone base.
- Charge the battery in the handset for at least 11 hours. For optimum daily performance, return the handset to the handset charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.

- The layout of your home might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, contact your telephone service provider (charges may apply).
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Remove and install the handset battery again. Place the handset in the handset charger. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord may be defective. Try installing a new line cord.

My calls cut in and out while I'm using my handset.
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

The charge light is off.
- Make sure you plug the power and line cords in correctly and securely.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and reinstall the backup batteries. Allow up to one minute for the handset and telephone base to reset.
- Clean the charging contacts on the handset and the handset charger each month with a pencil eraser or cloth.
- Make sure that the handset battery is installed properly.

My Calling Number Display isn't working properly.

- Calling Number Display is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your phone.
- The caller must be calling from an area that supports Calling Number display.
- Both your and your caller's telephone service providers must use Calling Number Display compatible equipment.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and Calling Number Display problems resulting from DSL interference. Contact your DSL service provider for more information about DSL filters.

My telephone does not receive Calling Number Display when on a call.

- Make sure you subscribe to Calling Number Display with call waiting features from your telephone service provider. Calling Number Display feature works only if both you and the caller are in areas offering Calling Number Display service, and if both telephone service providers use compatible equipment.

The messages on the answering machine are incomplete.

- If a caller leaves a very long message, part of it may be lost when the answering machine disconnects the call after the preset recording time.
- If the caller pauses for too long, the answering machine stops recording and disconnects the call.
- If memory on the answering machine becomes full during a message, the answering machine stops recording and disconnects the call.
- If the caller's voice is very soft, the answering machine may stop recording and disconnect the call.

The messages are very difficult to hear.

- Press ▲ on the telephone base, or ▲ on the handset to increase the listening volume.

The answering machine does not answer after the correct number of rings.

- Make sure that the answering machine is on. **ANS ON** should show on the handset and the telephone base.
- If toll saver is activated, the number of rings changes to two when you have new messages stored.
- If the memory is full or the machine is off, the machine will answer after 10 rings.
- In some cases, the answering machine is affected by the ringing system used by your telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering machine answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering machines.

The telephone does not respond to remote commands.

- Make sure you enter your remote access code correctly.
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering machine.
- The answering machine may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press dialing keys firmly.

The answering machine does not record messages.

- Make sure that the answering machine is on. **ANS ON** should show on the handset and the telephone base.
- Make sure the memory of the answering machine is not full.
- If you subscribe to voicemail service, change the number of rings so that your answering machine answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering machines.

The answering machine announces "Time and day not set."

- You need to reset the system clock.

The outgoing announcement is not clear.

- When you record your announcement, make sure you speak in a normal tone of voice, about 20 centimeters from the handset or telephone base.
- Make sure there is no background noise (TV, music, etc.) while recording.

New voicemail and ✉ show on the handset and the telephone base and I don't know why.

- Your telephone has both a built-in answering machine and voicemail indication. If New voicemail and ✉ appear on the handset and the telephone base, then your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from them. Contact your telephone service provider for more information on how to access your voicemail.

I cannot retrieve voicemail messages.

- Your telephone has both a built-in answering machine and voicemail indication. They are independent features and each alerts you to new messages differently. If you subscribe to voicemail service from your telephone service provider, contact your telephone service provider for more information on how to access your voicemail.

Common cure for electronic equipment:

If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed:

1. Disconnect the power to the telephone base.
2. Disconnect the handset battery.
3. Wait a few minutes.
4. Connect power to the telephone base.
5. Re-install the handset battery and place the handset into the charger.
6. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

TecHelp line 1300 369 193

Call TecHelp:

- if you are having difficulties using your Telstra 13650.
- if you need a replacement battery or mains power lead.

GENERAL INFORMATION

REPLACING THE HANDSET BATTERY

After a time, you may find that the handset battery is running out of charge more quickly.

This is a standard sign of wear and the battery will need replacing. Replacement rechargeable Nickel Metal Hydride (NiMH) batteries can be purchased from TecHelp line on 1300 369 193 your local electrical retailer. Slide off the battery compartment cover and remove existing battery. Insert the new battery and replace the compartment cover until it clicks into place.

SAFETY

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable battery supplied. Spare rechargeable batteries can be purchased from TecHelp on 1300 369 193 or your local electrical retailer.
- Do not open the handset (except to replace the handset battery) or the base. This could expose you to high voltages or other risks.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency / intensive care medical equipment.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets clock / alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

Please note

Telstra accepts no responsibility for damage caused to your Telstra 13650 handset by using any other type of battery.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Dispose of batteries as per local / state requirements.

CLEANING

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

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

ENVIRONMENTAL

• Do not expose to direct sunlight.

• The product may heat up when the battery is being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique / veneered wood.

• Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.

• Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

• Do not expose your product to fire, explosive or other hazardous conditions.

• There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

HOW MANY TELEPHONES CAN YOU HAVE?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your Telstra 13650 has a REN of 1.0. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guaranteed of ringing, even when the REN is less than 3.

CUSTOMER SERVICE & PRODUCT WARRANTY

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service

If you require assistance in operating this product please call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com.

If you are trying to access a Telstra Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact Telstra on 13 22 00 for residential or 13 20 00 for business.

Voluntary Product Warranty

In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 12 months from date of purchase.

VTech do not warrant that the product will be free from defects if defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, VTech will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty you must call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that:

You provide proof of purchase;

Your product is suitably packaged (original packaging is not required); and

You have included all components from the original purchase.

For your records

Date of purchase:

_____

Place of purchase:

_____

Serial number:

_____

For Voluntary Product Warranty purposes proof of purchase is required so please keep your receipt.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:

VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627

Address: 24 Gilby Road, Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS – PLEASE CONTACT TECHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193

Email address: tcpsupport_au@vtech.com

Statutory Rights

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.