

# TELSTRA DECT CORDLESS HEADSET

## USER GUIDE

This cordless headset 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 headset, refer to the Help section of this User Guide.

# INTRODUCTION

## To your Telstra DECT Cordless Headset

Cordless headset - Work wirelessly with your Telstra telephone base. Enjoy the convenience with the easy one-button answer, and simple controls of volume and mute. By attaching accessories to the headset, you can freely choose from multiple wearing styles: over the ear, over the head or behind the neck.

**This User Guide provides you with all the information you need to get the most from your headset. Before using, you will need to set up your headset. 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 TECHHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: [tcpsupport\\_au@vtech.com](mailto:tcpsupport_au@vtech.com)

## GOT EVERYTHING?

The package contains the following items:

- Telstra DECT cordless headset
- Telstra DECT headset charger unit
- Headset charger unit power adapter
- Lithium polymer rechargeable battery pack
- Head band & neck band
- 2 Ear hooks
- 3 Earbuds
- User guide

# IN THIS GUIDE

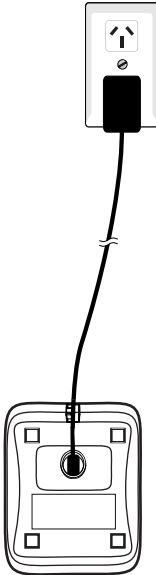
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# CONNECT YOUR HEADSET

## HEADSET CHARGER UNIT INSTALLATION

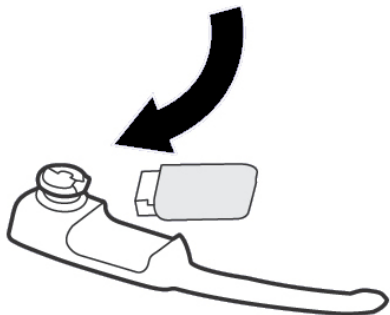
1. Plug the mains power adaptor into the socket on the bottom of the headset charger unit.
2. Plug the other end into the wall power socket and switch on.



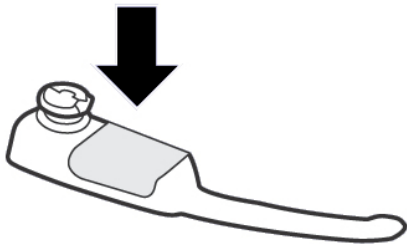
**Note:** Ensure power cord is fed through slot on charger unit so the unit sits flush with the desk.

## HEADSET BATTERY INSTALLATION


1. Insert the battery pack into the battery compartment.

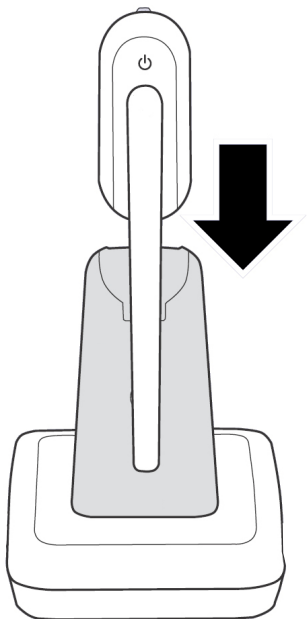


2. Press the battery pack down gently until it clicks into place..



## CHARGE THE HEADSET

1. Insert the headset into the magnetic charging mount on the headset charger unit and leave it to charge for at least 3 hours before use. The  light will flash red to indicate the battery is charging.



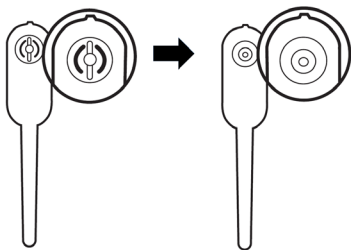
# ATTACHING ACCESSORIES TO YOUR HEADSET

## EARBUDS

There are three sizes of earbuds provide in the package. The medium-sized earbud is already attached to the headset.

### **To remove an earbud from the headset earpiece:**

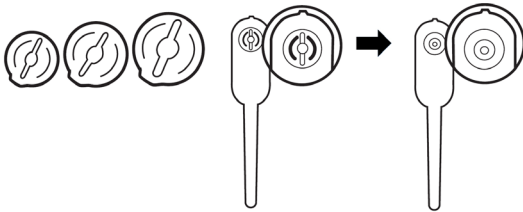
Hold both sides of the earbud and twist, then pull the earbud gently until it separates from the earpiece.



### **To attach an earbud to the headset earpiece:**

1. Choose the earbud of your desired size.
2. Attach the earbud to the earpiece as shown in the diagram on the next page.
3. Press the earbud down gently on the earpiece until it clicks into place. Move the earbud around so that the protruding bump on the earbud is pointing towards your mouth when placed on your ear.





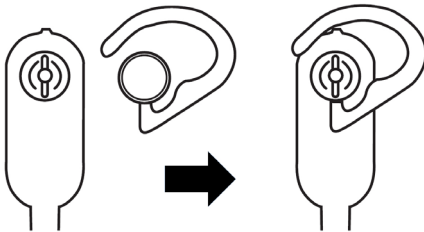
## OVER-THE-EAR HOOK

There are two sizes of ear hooks provided in the package. You can choose the most suitable ear hook and then attach it to the headset.

### **To adjust the headset to wear on the left or right ear:**

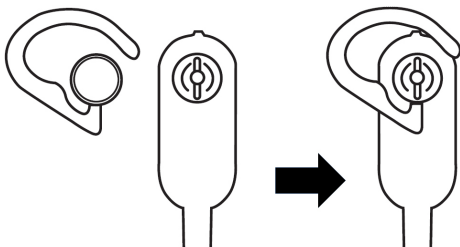
To wear on the left ear:

1. Make sure the ear hook ring is positioned as shown in the diagram below before installation.
2. Then, attach the ear hook ring to the headset.



To wear on the right ear:

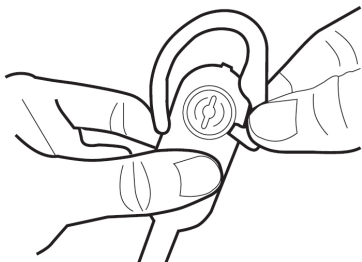
1. Make sure the ear hook ring is positioned as shown in the diagram below before installation.
2. Then, attach the ear hook ring to the headset.



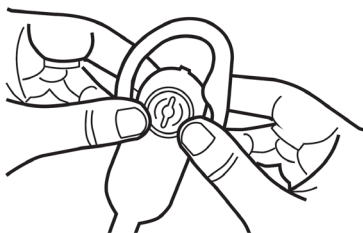
### **To attach the ear hook to the headset:**

To wear on the left ear:

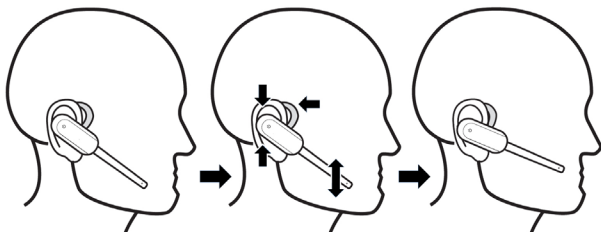
1. Remove any headset attachment connected to the headset earpiece (except the ear bud).
2. Insert the earpiece into the ear hook.



3. Press the edge of the ear hook ring towards the earpiece until it clicks into place.

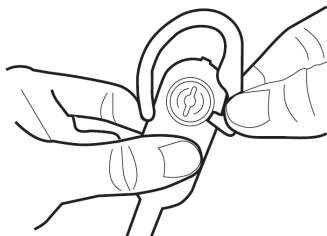


4. Hook the headset onto the ear you want to use and adjust the angle of the headset until the microphone is pointing towards your mouth.



### **To remove the ear hook from the headset:**

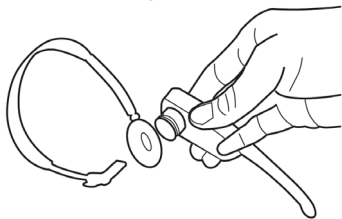
Hold the headset with one hand and twist, then gently pull the ear hook with the other hand until it separates from the earpiece.



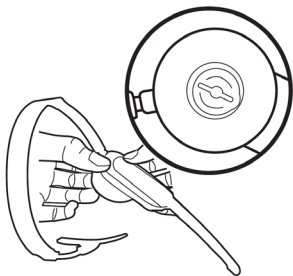
## **OVER-THE-HEAD BAND**

### **To attach the head band to the headset:**

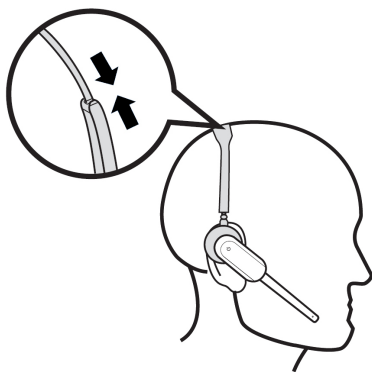
1. Remove any headset attachment connected to the headset earpiece (except the earbud).
2. Insert the earpiece into the head band.



3. Push the earpiece towards the head band ring until it clicks into place.

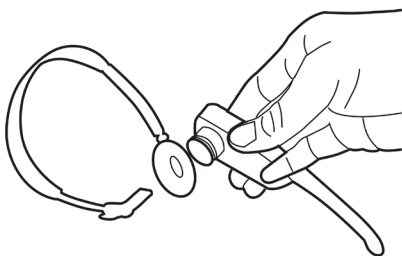
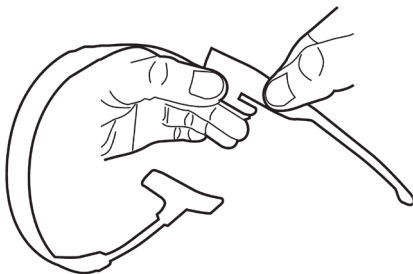


4. Adjust the head band to fit your head. Adjust and rotate the angle of the headset until the microphone is pointing towards your mouth.



## To remove the head band from the headset:

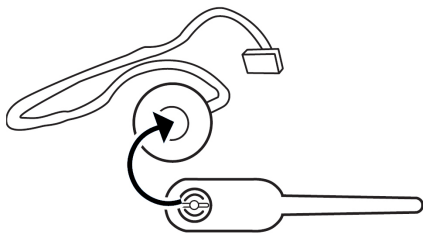
Hold the headset with one hand and the head band ring with your other hand. Twist and gently pull the headset until it separates from the head band ring.



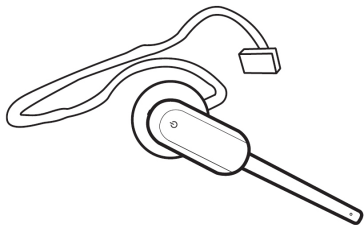
## BEHIND-THE-NECK BAND

### To attach the neck band to the headset:

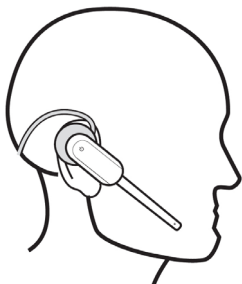
1. Remove any headset attachment connected to the headset earpiece (except the earbud).
2. Insert the earpiece into the neck band ring.



3. Push the earpiece towards the neck band ring until it clicks into place.

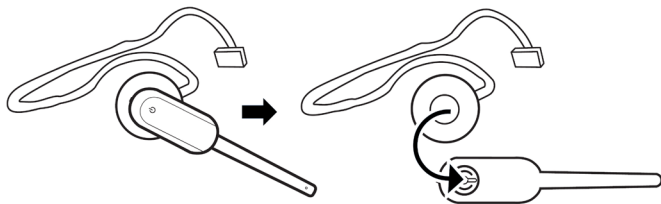


4. Place the neck band around your neck with the padded neck band rings over your ears.
5. Adjust and rotate the angle of the headset until the microphone is pointing towards your mouth.



### **To remove the neck band from the headset:**

Hold the headset with one hand and the neck band ring with your other hand. Twist and gently pull the headset until it separates from the neck band ring.



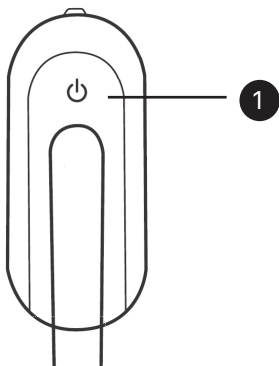


# GETTING TO KNOW YOUR HEADSET

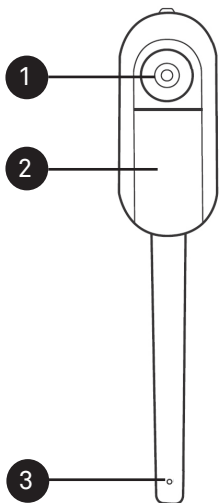
## FRONT OF HEADSET

### 1. On/Off button and light

- Press to answer or end a call.



## BACK OF HEADSET



### 1. Earpiece

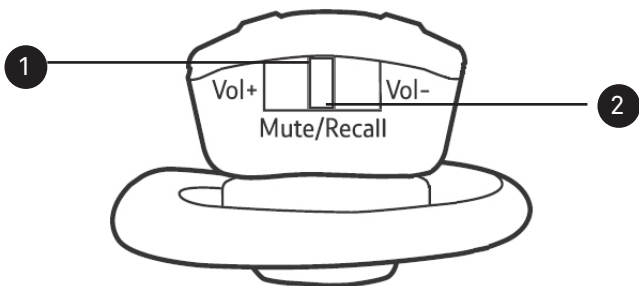
### 2. Battery pack

- Open to replace the battery pack.

### 3. Microphone

- The microphone incorporates noise cancelling technology for clearer calls.

# TOP OF HEADSET



## 1. **Vol+/Vol-**

- Push the volume switch on the headset to **Vol-** or **Vol+** to adjust the headset ringer volume while in idle mode or the earpiece listening volume while on a call.

## 2. **Mute/Recall**

- Press to mute the microphone during a call.
- Press and hold for two seconds to answer an incoming call when you receive a call waiting alert during a call.
- Press to mute the ringer in the earpiece when there is an incoming call.

## HEADSET LIGHTS OVERVIEW

Light	Pattern	Status
<b>BLUE</b>	Steadily on	The headset is placed onto the charger unit and fully charged.
	Flashing	The headset is in idle mode and not charging.
	Double flashing	The headset is on a call.
	Triple flashing	The headset is powering on.
	Quadruple flashing	There is an incoming call.
<b>RED</b>	Steadily on	The headset is charging on the charger unit.
	Flashing	The headset is battery is low and it needs to be returned to charger unit for charging.
	Triple flashing	Powering off.
<b>RED/ BLUE</b>	Toggling slowly	The headset is not registered.
	Toggling quickly	The headset is in registration mode and registering to the base.
<b>OFF</b>	N/A	Power off, with no battery installed, or the battery is dead.



## HEADSET ALERT TONES OVERVIEW

Pattern	Status
One short beep every 30 seconds	<ul style="list-style-type: none"><li>• Headset microphone is muted</li></ul>
Two beeps	<ul style="list-style-type: none"><li>• The ringer volume has reached its lowest setting.</li><li>• The listening volume has reached its highest/lowest setting.</li><li>• Any key is pressed while the Headset is out of range.</li></ul>
Two low beeps	<ul style="list-style-type: none"><li>• There is an incoming call during a call.</li></ul>
Two rapid beeps every 20 seconds	<ul style="list-style-type: none"><li>• The headset has low battery warning.</li></ul>
Threerapidbeeps every 20 seconds	<ul style="list-style-type: none"><li>• Headset is out of range of headset charger.</li><li>• Headset is not yet registered to a headset charger.</li></ul>
Three rapid beeps	<ul style="list-style-type: none"><li>• Headset is powering on or off.</li></ul>



# USING THE HEADSET

## TURN THE HEADSET ON OR OFF

### **Turn the headset on:**

Press and hold  for two seconds. The  light will flash blue for three times and you will hear three beeps as it turns on.

### **Turn the headset off:**


Press and hold  for two seconds. The  light will flash red for three times and you will hear three beeps as it turns off.

## ANSWER OR END A CALL

### **To answer a call on the headset:**

Press  to answer an incoming call.

### **To end a call on the headset:**

Press  on the headset or place the headset back in the headset charger unit.

## VOLUME CONTROL

### **To adjust the headset earpiece ringer volume:**

- Push the volume switch on top of the headset to **Vol+** or **Vol-** when it is not in use to adjust the volume.
- To turn the ringer volume off, push the volume switch to **Vol-** until you hear two beeps when the headset is not in use.

## To adjust the headset earpiece listening volume:

- Push the volume switch on top of the headset to **Vol+** or **Vol-** when on a call to adjust the volume.

## TEMPORARY RINGER SILENCING

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

### To silence the ringer temporary on the headset:

- Press **Mute/Recall** on the top of the headset to temporarily silence the ringer in the headset earpiece.

## MUTE

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

### To mute a call on the headset:

- During a call, press **Mute/Recall**. You hear “*Mute on*”.
- Press **Mute/Recall** again to resume the conversation. You hear “*Mute off*”.

## CALL WAITING


If you have subscribed to your network provider’s Call Waiting service and it is switched on, you will hear a call waiting alert tone on the headset earpiece if there is an incoming call while you are already on a call.

1. Press and hold **Mute/Recall** on the headset for two seconds to put your current call on hold and answer the new call.
2. To switch back and forth between calls at any time, press and hold **Mute/Recall** for two seconds.

## JOIN A CALL IN PROGRESS

The headset can join an outside call on a handset or the telephone base.

### To join a call with the headset:





- When a handset or the telephone base is already on a call, **Press**  on the headset at any time to join the call. Do not hang up the handset until you want to end the call.

## INTERCOM

Use the intercom feature for conversations between your headset and your handset. You can only use the handset or telephone base to initiate an intercom call.





### To initiate an intercom call:

#### Using a handset:

1. Press **MENU** on the handset in idle mode.
2. Press **CALLS**  or  to highlight **Intercom**, then press **SELECT**.
  - Your handset displays **INTERCOM** and a list of devices.
    - > Press **CALLS**  or  to highlight **HEADSET** and then press **SELECT**. The headset rings.



## Using the telephone base:

1. Press **MENU** on the telephone base in idle mode.
2. Press **CALLS**  or  to highlight **Intercom**, then press **SELECT**.
  - Your telephone base displays **INTERCOM** and a list of devices.
    - > Press **CALLS**  or  to highlight **HEADSET** and then press **SELECT**. The headset rings.

## To answer an intercom call on the headset:

Press  on the headset.

## To silence an intercom call on the headset:

Press **Mute/Recall**  on the headset.

## To mute while on an intercom call on the headset:

Press **Mute/Recall** on the headset. You hear “*Mute on*”. Press **Mute/Recall** again to resume the conversation. You hear “*Mute off*”.


## To end an intercom call on the headset:

Press  on the headset.

## ANSWER AN INCOMING CALL DURING AN INTERCOM CALL






When you receive an outside call during an intercom call, there is an alert tone on the headset




To answer the call, press and hold **Mute/Recall** on the headset for two seconds. The intercom call ends automatically.

To end the intercom call without answering the outside call, press  on the headset. The intercom call ends and the headset continues to ring.

## CALL TRANSFER USING INTERCOM

Use the intercom feature to transfer an outside call from a handset to the headset.

1. During a call, press OPTION.
2. Press  or  to scroll to **Intercom**, then press SELECT.
  - Your handset displays **INTERCOM** and a list of devices.
    - > Press  or  to highlight **HEADSET** and then press SELECT. The headset rings.
3. To answer the call, press  on the headset. The outside call is now on hold.

4. From this intercom call, you have the following options:
- You can transfer the call from the handset to the headset. Press OPTION, then press SELECT to select **Transfer**. The headset automatically connects to the outside call.
  - You can let the headset join on the outside call in a three-way conversation. Press OPTION. Press  or  to scroll to **Share call** on your handset, then press SELECT.
  - You can press and hold **Mute/Recall** on the headset for two seconds to take the outside call.
  - You can end the intercom call on the headset and continue the outside call with your handset. Press  on the headset.

# HELP

## **My headset doesn't work at all.**

- Make sure that the battery is securely installed in the cordless headset.
- Charge the battery in the cordless headset for at least three hours. For optimum daily performance, return the cordless headset to its base when not in use.
- Reset the headset. Turn the headset off and then turn it on again (page 22).
- Other electronic products such as TVs, radios, computers and other DECT phones can cause interference with your cordless headset. Try moving the headset and headset charger unit as far away as possible from these types of electronic devices.
- You may need to purchase a new battery.

## **The headset battery does not accept charge.**

- Make sure that the battery is securely installed in the cordless headset.
- If the cordless headset is in its headset charger unit but the light on the headset does not turn on, refer to '**The light on the headset is off while charging**' in this Help section (page 29-30).
- Charge the battery in the cordless headset for at least three hours. For optimum daily performance, return the cordless headset to the headset charger unit when not in use.
- You may need to purchase a new battery.

## **I hear an echo when using the headset**

- Try adjusting the earpiece listening volume, see page 23.

## **I hear other calls while using my headset.**

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

## **The headset does not ring when there is an incoming call.**

- The headset does not have an external ringer. You can only hear the ring tone when you are wearing the earpiece. If you have pressed **Mute/Recall** on the headset when it is ringing, it mutes the ring tone of the headset. The ring tone resumes on the next call.
- The layout of your home or office might be limiting the operating range. Try moving the headset and headset charger unit to another location, preferably to a higher location.
- Other electronic products such as TVs, radios, computers and other DECT phones can cause interference with your cordless headset. Try moving your headset as far away as possible from these types of electronic devices.
- Install the battery again.

## **The light on the headset is off while charging.**

- Make sure the power adapter is plugged into the headset charger correctly and securely.

- Make sure that the battery is securely installed in the headset.
- Make sure the headset is placed properly into the headset charger unit to charge.
- Unplug the unit's electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the headset and headset charger unit to reset.
- Clean the charging contacts of the headset and headset charger unit each month using a pencil eraser or dry cloth.

### **Common cure for electronic equipment:**

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

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

### **TecHelp line 1300 369 193**

Call TechHelp:

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

# GENERAL INFORMATION

## REPLACING THE HEADSET BATTERY

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

This is a standard sign of wear and the battery will need replacing. Replacement Lithium (Li-ion) polymer rechargeable batteries can be purchased from TechHelp 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 adapter included with the product. Using an unauthorised power adapter will invalidate your guarantee and may damage the headset charger unit.
- Use only the approved rechargeable battery supplied. Spare rechargeable batteries can be purchased from TechHelp on 1300 369 193 or your local electrical retailer.
- Do not open the headset (except to replace the headset battery). This could expose you to high voltages or other risks.
- Radio signal transmitted between the headset and the telephone 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.
- Disconnect telephone line from base when replacing headset back-up batteries.

### **Please note**

**Telstra accepts no responsibility for damage caused to your Telstra DECT cordless 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 headset 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 headset could be damaged by an electrical storm. We recommend that you unplug the power from the head charger unit, as well as the power and telephone line cord from the telephone base for the duration of the storm.

# 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 TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: [tcpsupport\\_au@vtech.com](mailto: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 TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: [tcpsupport\\_au@vtech.com](mailto: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 TECHHELP 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](mailto: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.

FOR MORE INFORMATION CALL:  
TECHELP ON 1300 369 193 OR  
EMAIL: [TCPSUPPORT\\_AU@VTECH.COM](mailto:TCPSUPPORT_AU@VTECH.COM)

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