



# Telstra T800

Corded telephone

## 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.



# Introduction

## To your Telstra T800 Corded Telephone

- Phonebook - lets you store up to 70 contact numbers for easy dialling.
- Quick access to use Telstra network services.
- Telstra's Calling Number Display\* lets you see who's calling. Your phone stores details of the last 20 callers in a Call list.

\* 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 Call list. See page 34 for more details.

**IMPORTANT**  
**This equipment requires electricity for functions using the display and the handsfree feature to operate. You can however receive and make calls via the handset when the power fails.**

This product has been designed and tested for Australian conditions for use with Telstra's network.

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 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 T800 corded telephone base
- Telstra T800 corded handset
- Handset cord
- AC power adaptor
- Telephone line cord and adaptor
- Desk / Wall mount bracket
- User Guide

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# 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. Do not place this product in areas where proper ventilation is not possible. Slots and openings at the back or bottom of the telephone base and handset are provided for ventilation and to protect them from overheating. These openings must be clear of obstructions at all times. Avoid placing the product on a soft surface such as a bed, sofa or rug.
7. Do not place this product near or over a radiator or heat register.
8. Only use the AC power adaptor supplied with this product. Please contact TechHelp on 1300 369 193 for replace adaptor.

## Important Safety Instructions

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9. Do not insert objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit.
10. Do not spill liquid of any kind on the product.
11. Do not open the casing of this product otherwise there is a risk of electric shock. There are no user serviceable parts and you should contact TechHelp on 1300 369 193 should you experience any product difficulties.
12. Unplug this product from the wall outlet and contact TechHelp 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.
  - If the product has been exposed to rain or water.

13. Avoid using the telephone during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset next to your ear when it is in normal talk mode.

## Getting started

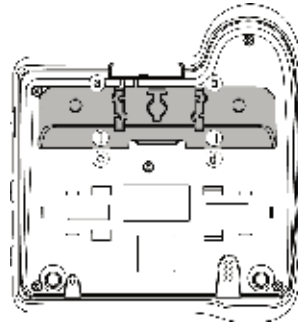
### Location

Place your Telstra T800 within 2 metres of the mains power wall socket and telephone wall socket so that the cables will reach.

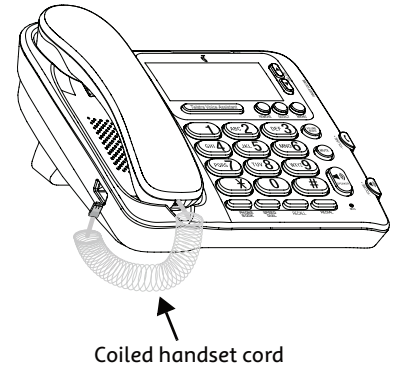
Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

### Setting up

1. To install the mounting bracket in the desktop position, push the bracket tabs <l> and <ll> into the slots <c> and <d> firmly on the upper portion of the telephone base. Push the other two brackets into slots <a> and <b> until they click into place.

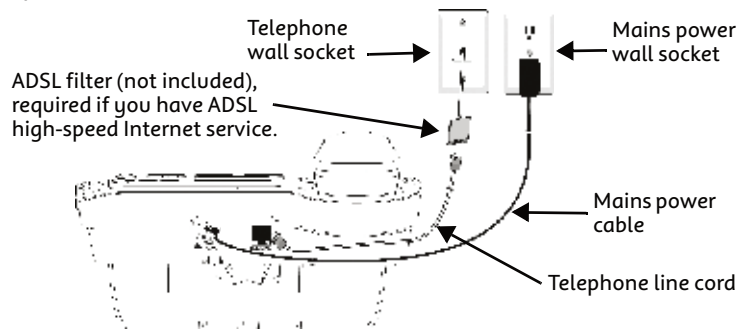


2. Plug one end of the coiled handset cord into the handset socket. Plug the other end into the handset socket on the left side of the telephone base and place the handset on the telephone base.



3. To connect the power adaptor to the telephone, plug the mains power cable into the power socket at the back of the telephone base. Plug the other end of the mains power cable into the mains power wall socket and switch the power on.

To connect the telephone line cord into the telephone, plug one end of the telephone line cord into the socket labelled TEL LINE at the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall socket.



4. Lift the handset or press  to check for a dial tone.

### Wall mounting

Your Telstra T800 corded telephone is designed to mount on a standard wall mounting plate. Attach the wall mount bracket to your T800 corded base and attach to your wall mount plate.

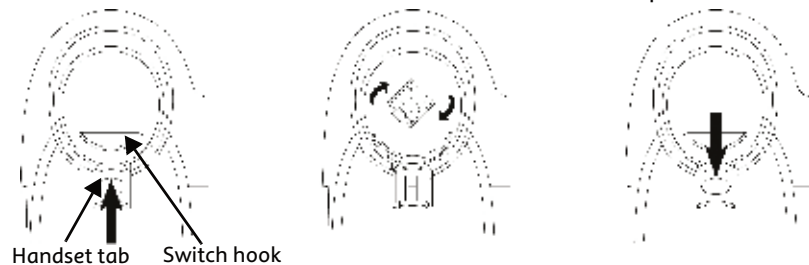
To mount your telephone on a wall, you need to connect the wall mounting bracket with a standard dual-stud telephone wall mount plate. If you do not have this wall mount plate, you can purchase one from any of the hardware or consumer electronic retailer. A licensed cabler will be required to install the wall mount plate.

The mounting bracket is necessary for both desktop and wall mount positions.

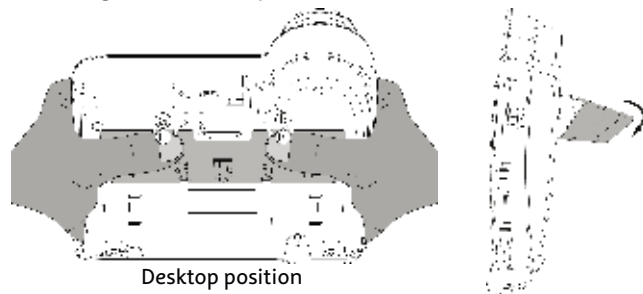
### Desktop to wall mount installation

Before you begin to install the telephone base in the wall mount position, unplug all cords connected to the telephone base.

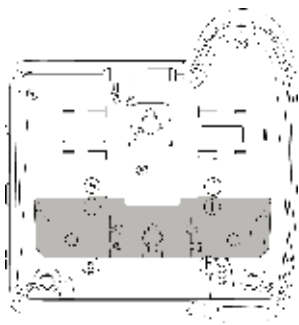
1. Lift the handset and place it aside. Holding down the switch hook on the telephone base, slide the handset tab upwards to remove it from the slot. Rotate the handset tab until the end with the hook is facing up. Slide the handset tab downwards back into its slot until it clicks into place.



2. Hold the base with both hands, with the back of the base facing you. Press the bracket tabs <III> and <IV> to release them from slots <a> and <b>. Pull the bracket away from the telephone base.



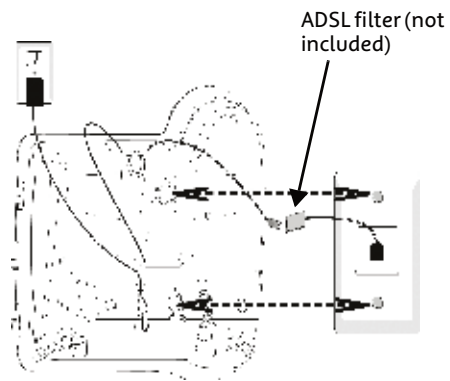
3. Rotate the bracket 180 degrees to the wall mount position. To install the mounting bracket in the wall mount position, push the bracket tabs <ll> and <lr> into the slots <e> and <f> on the lower portion of the telephone base. Push the other two bracket tabs into slots <g> and <h> until they click into place.



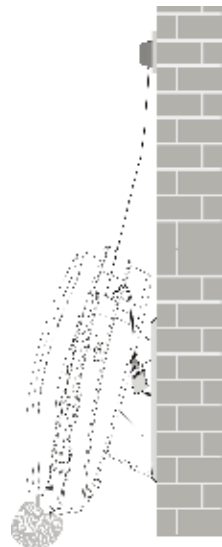
Wall mount position

4. To connect the power adaptor to the telephone, plug the mains power cable into the power socket at the back of the telephone base. Plug the other end of the mains power cable into the mains power wall socket and switch the power on.

To connect the telephone line cord into the telephone, plug one end of the telephone line cord into the socket labelled TEL LINE at the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall socket.



- Align the mounting holes on the telephone base with the mounting studs on the wall mount plate. Push and slide the base downwards until the base is firmly seated on the mounting studs.

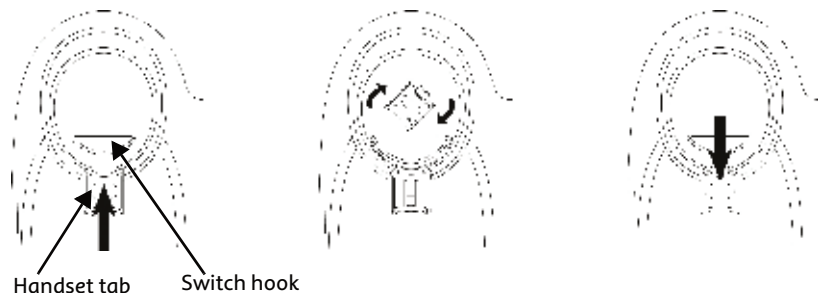


- Replace the handset on the telephone base and re-plug the coiled handset cord into the base.

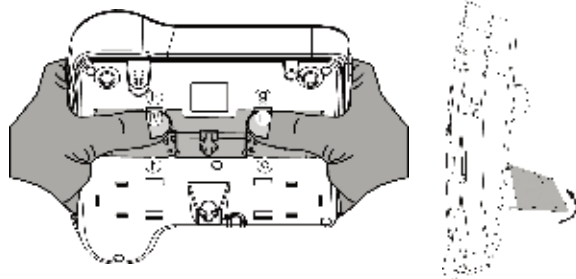
### Wall mount to desktop installation

- To uninstall the wall mount, slide the base upwards then pull the base away from the wall mount plate. Unplug all cords connected to the telephone base.

- Lift the handset and place it aside. Holding down the switch hook on the telephone base, slide the handset tab upwards to remove it from the slot. Rotate the handset tab until the end with the hook is facing down. Slide the handset tab downwards back into its slot until it clicks into place.

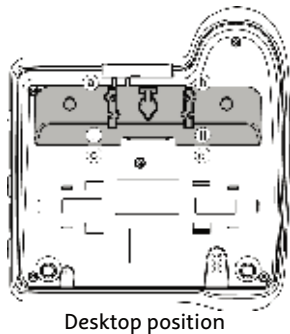


- Hold the base with both hands, with the back of the base facing you. Press the bracket tabs <IV> and <III> to release them from slots <h> and <g>. Pull the bracket away from the telephone base.

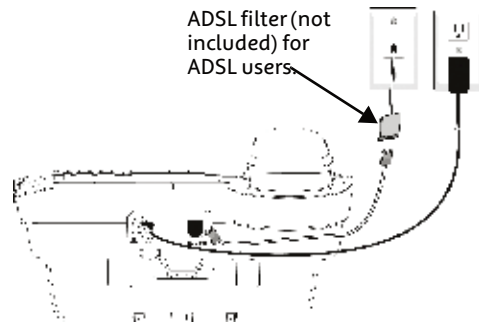




4. Rotate the bracket 180 degrees to the desktop position. To install the mounting bracket in the desktop position, push the bracket tabs <l> and <ll> into the slots <c> and <d> firmly on the upper portion of the telephone base. Push the other two brackets into slots <a> and <b> until they click into place.



5. To connect the power adaptor to the telephone, plug the mains power cable into the power socket at the back of the telephone base. Plug the other end of the mains power cable into the mains power wall socket and switch the power on. To connect the power adaptor to the telephone, plug one end of the telephone line cord into the socket labelled TEL LINE at the back of the telephone base. Plug the other end of the telephone line cord into a telephone wall socket.



6. Replace the handset on the telephone base and re-plug the coiled handset cord into the base.

**WARNING**

Do not place your Telstra T800 in the bathroom or other humid areas.

**IMPORTANT**

The telephone base must be plugged into the mains power wall socket and telephone wall socket at all times. Only use the power adaptor, telephone line cord and mounting bracket supplied with the product.

**Using your Telstra T800 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 is set automatically when you receive your first call. If you have not subscribed to Telstra's Calling Number Display service, you can set the date and time manually.

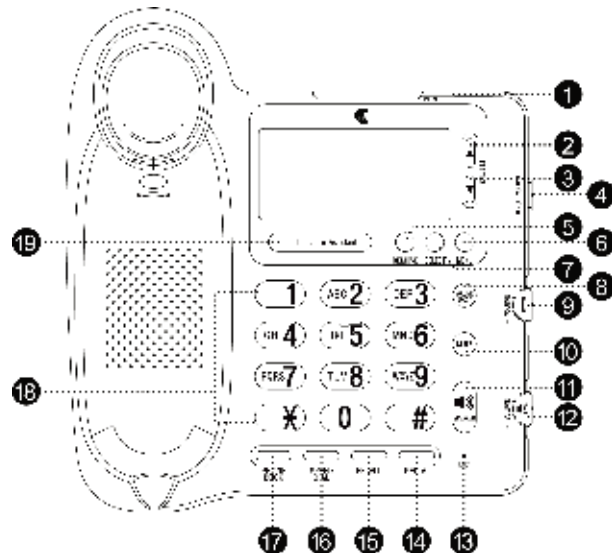
### Set date and time manually

1. In standby mode, press **MENU**. The display shows "SET TIME/DATE" and "USE# FOR AM/PM".
2. Enter the time and press **#** to select AM or PM.

Note: Press **↑** or **↓** to move the cursor among different input fields.

3. Enter the date and press **SELECT** to save the time and date settings.
4. Press **MENU** to return to standby mode.

## Getting to know your phone



### Base features

#### 1. IN USE LED

Flashes during an incoming call.  
Steadily on when during a call.  
Off when in standby mode.

#### 2. CALL LIST / UP

In sub-menu mode: Press to browse the menu options.  
In pre-dial / editing mode: Press to delete a last digit or character.  
In phonebook / call list mode: Press to scroll up the list.

**3. CALL LIST / DOWN**

In sub-menu mode: Press to browse the menu options.

In standby / pre-dial mode: Press to open and move through the call list.

In phonebook / call list mode: Press to scroll down the list.

In name editing mode: Press to insert a space.

**4. RINGER VOLUME**

Slide to adjust the ringer volume.

**5. REMOVE**

Call list / phonebook / redial list entry: Press to delete an entry.

In standby mode: Press *and hold* to delete all the call list entries.

In menu / editing mode: Press to return to standby mode.

**6. MENU**

In standby mode: Press to access the main menu.

In menu / editing mode: Press to return to standby mode.

In phonebook mode: Press to edit the number and the name of the phonebook entry.

In call list entry mode: Press to save the call list entry to phonebook.

In phonebook / call list mode: Press *and hold* to return to standby mode.

**7. SELECT**

In menu / editing mode: Press to save the setting and proceed to the next menu option displayed.

In phonebook mode: Press to add a phonebook entry.

**8. VOLUME BOOST**

During a call: Press to boost the high frequency tone of the incoming caller, press again to turn off the Volume Boost.

**9. CORDED HANDSET EARPIECE VOLUME + / -**

Slide to adjust the corded handset earpiece volume.

**10. MUTE / UNMUTE**

During a call: Press to mute / unmute the call.

**11. SPEAKERPHONE**

In standby / pre-dialling mode: Press to make a call in loudspeaker mode, press again to end the call.

When a Redial list / Call List / Phonebook entry is selected, press to make a call to the selected entry in loudspeaker mode.

When the phone is ringing, press to answer the call in loudspeaker mode.

During a call: Press to toggle between earpiece mode and loudspeaker mode.

**12. SPEAKER VOLUME + / -**

In standby mode / during a call: Press to adjust the volume of the loudspeaker.

**13. MICROPHONE****14. REDIAL**

In standby mode: Press to view the last number dialled.

In editing mode: Press to copy the last number dialled.

**15. RECALL**

During a call: Press to activate Recall for use with Telstra Network Features such as Call Waiting.

**16. SPEED DIAL**



In standby mode: Press to add a speed dial number entry.



**17. PHONEBOOK**

In standby / pre-dial mode: Press to access the phonebook list.

**18. ALPHANUMERIC KEYPAD**

In idle / pre-dial / editing mode / during a call: press to enter characters / numbers.


Note: When you press the  key a  will appear on the display. When

you press the  key a  will appear on the display.

**Key 1, 2 and 3**

Press *and hold* Key 1 to dial Telstra Home Messages 101<sup>®</sup> or MessageBank<sup>®</sup> service.

During a call: Press *and hold* Key 2 to answer a Call Waiting Call.

Note: When you perform this function  will appear.

Press *and hold* Key 3 to commence 3-Way Chat.

**Key 0, Key 4 to Key 9**

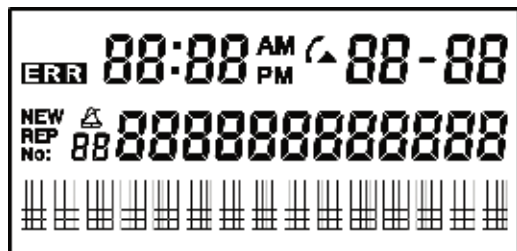
In standby mode: Press *and hold* to dial the speed dial number.

In pre-dial (after entering other numbers, eg. enter 0, then press *and hold* key 0 to enter a pause) / number editing mode / during call: Press *and hold* key 0 to insert a pause(P).

**19. TELSTRA VOICE ASSISTANT**

Press to dial to the Telstra Voice Assistant (Telstra Feature Assistant) number.

## Base LCD display



### Display icons

Icons can be *on* (visible), or *off* (not visible)

**ERR** *On* - when the telephone detects an error from the incoming calling number.

**NEW** *On* - when a new call received in the call list is unreviewed.

**REP** *On* - when there is a repeat call from the same number if you have selected **COMBINED** in menu.

**No: 00** Indicates the position of the entry in the call list.



Steady when the ringer volume is set to off.



*On* - when the telephone is in use.

OR  
*Flashes* - when there is an incoming call.

## Display screen messages

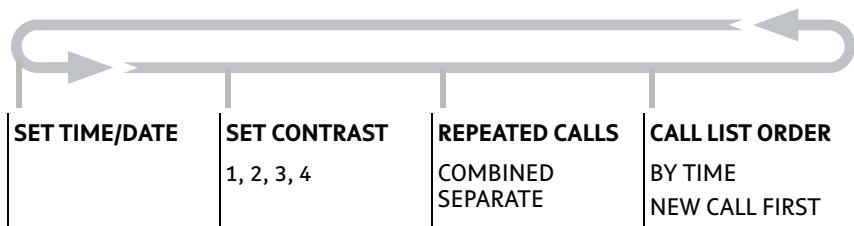
Display	Description	Display	Description
DIRECTORY EMPTY	No entries in the phonebook.	ONLY 15 ALLOWED	The name you entered for the phonebook entry exceeds 15 characters.
CALL LOG EMPTY	No entries in the call list.	STORED	The entry has been successfully saved in the phonebook or in a speed dial memory.
LINE IN USE	No telephone line cord is connected to this telephone. Or, another telephone on the same line is in use.		
LINE RINGING	There is an incoming call.		
MEMORY FULL	The phonebook list is full.		
NO NAME FOUND	There are no entries in the phonebook matching the corresponding letter of the key pressed.		
NO NUMBER	No records or numbers saved in the redial list or speed dial memory locations.		
ONLY 24 ALLOWED	The number you entered for the phonebook or speed dial entry exceeds 24 digits.		

### Navigating the Menus

Your Telstra T800 has an easy to use menu system. Each menu has a list of options, as outlined on the following page. When the telephone is switched on and in standby:


1. Press **MENU** to open the main menu.
2. Press **SELECT** repeatedly to move through the available options.
3. Press **UP** or **DOWN** to browse the sub-menu options.
4. Press **SELECT** to store the setting and proceed to the next menu option.
5. Press **REMOVE** or **MENU** to return to the standby mode.

## Menu layout





## Using the phone

### Make a call

1. Pick up the handset or press  on the base to access the line.
2. When you hear dial tone, dial the number.


### Pre-dialling

1. Enter the number. If you make a mistake, press  to delete the last digit.
2. Pick up the handset or press  to dial the number.

### End a call

Put the handset back on the cradle.

OR

Press  again if you are using the loudspeaker while the corded handset is on the cradle.


### Receive a call

When you receive a call, the phone will ring and IN USE LED will flash. The display will show the caller's number if it is available or the caller's name if it matches an entry in the phonebook. If you have not subscribed to Telstra's Calling Number Display service, the display shows "LINE RINGING".

1. Pick up the handset or press  to answer the incoming call.


### Earpiece volume

While using the handset:

Slide the  on the right of the telephone base to adjust the earpiece volume.





### Handsfree volume

While using the loudspeaker:

Slide the  on the right of the telephone base to adjust the loudspeaker volume.



### Mute

During a call, you can talk to someone nearby without your caller hearing.

1. Press  while in the call. The  button light will turn on and your caller will not be able to hear you.
2. Press  again to unmute the call. The  button light will turn off.

Note: Switching from the handset earpiece to loudspeaker mode will deactivate the mute function.



## Silent

In standby mode, slide the  **RINGER VOLUME** switch on the right of the telephone base to the off position to turn off the ringer. The display shows  and the telephone will not ring when there is an incoming call.

## Handsfree

Handsfree lets you talk to your caller without holding the handset to your ear. It also enables other people in the room to join in the conversation over the loudspeaker.


## Make a handsfree call

1. Dial the number then press  on the telephone base. You will then hear your call over the loudspeaker.
2. Press  to end the call.


Note: During a handsfree call, pick up the handset to switch the call from handsfree mode to earpiece mode.

## Answer a call in handsfree mode

When the phone rings:

Press  on the telephone base. The call is answered using the loudspeaker.

## Switch to handsfree mode during a call



When on a call, press  and replace the handset on the base cradle.

## Redial number



The last number dialled is stored in the redial list. You can redial or delete the entry.

Note: Further key input made 10 seconds after the last number called will not be stored in the redial list.

## Redial the last number called

1. Press . The last number you called will be displayed.
2. Pick up the handset or press  on the telephone base to dial the number displayed.


## Delete the redial number

1. Press . The last number you called will be displayed.
2. Press . The display shows "DELETED".

## Chain dialling





While you are on a call, use this feature to initiate dialling of the numbers stored in the phonebook or call list.

Chain dialling can be useful if you need to access certain numbers (other than telephone numbers), such as bank account numbers or access codes.





1. Pick up the handset or press  on the telephone base.
2. Wait for a dial tone. If necessary, use the keypad to manually dial a number first.

## 3. To dial a number:

From the phonebook:

- Press  to access the phonebook list.
- Press  or  to scroll to the desired number.
- Press . The number displayed is dialled automatically.



From call list:

- Press  to access the call list.
- Press  or  to scroll to the desired entry.
- Press . The number displayed is dialled automatically.



## Volume boost

The audio boost feature allows you to amplify the earpiece or handsfree volume to compensate for the ear's limited sensitivity.

## To activate the volume boost

During a call, press . The  button light will turn on.







### To deactivate the volume boost

While in volume boost mode, press . The  button light will turn off.




Note: Volume boost turns off automatically when you end the call.

## Speed Dial

### Add an entry

1. In standby mode, press . The display shows "ENTER NUMBER".
2. Enter the number then press . The display shows "ENTER LOCATION?".
3. Press your desired key (,  to ) as a location for your speed dial number and the number will be stored.
4. Repeat the steps above to add more speed dial entries.
5. Press  to return to standby mode.

### Dial a speed dial entry














In standby mode, press *and hold* the desired key (,  to ) to dial the speed dial entry in handsfree mode. To switch to earpiece mode, pick up the handset from the cradle.

## Phonebook

You can store up to 70 names and numbers in the phonebook.

Names can be up to 15 characters long and numbers up to 24 digits.

### Store a name and number

1. In standby mode, press  to access the phonebook list. If there is no entry in the phonebook, the display shows "DIRECTORY EMPTY". If there are already 70 stored entries, the display shows "MEMORY FULL".
2. Press . The display shows "ENTER NUMBER".
3. Use the keypad to enter the number.
  - To delete a digit, press .
  - To insert a three-second dialling pause, press *and hold* . P appears on the display.
  - To copy the last number dialled, press .
4. Press . The display shows "ENTER NAME".
5. Use the keypad to enter the name.
  - To delete a character, press .
  - To insert a space between characters, press . A dash appears on the display.
6. Press  to save the phonebook entry. Repeat steps 3 - 6 to store more phonebook entries, or press  or  to return to standby mode.  
OR  
Press  or  to cancel storing the entry and return to standby mode.

Note: Entries in the phonebook are displayed in alphabetical order.

If the number you entered has more than 24 digits, the display will show "ONLY 24 ALLOWED".

If the name you entered has more than 15 characters, the display will show "ONLY 15 ALLOWED".

## Character chart

Use the keypad and follow the key presses indicated in the chart below to enter a name (up to 15 characters).

Number key	Characters by number of key presses				
	1	2	3	4	5
1	1	!	"	\$	%
	6	7	8	9	10
	&	'	(	)	+
	11	12	13	14	15
	,	-	.	/	:
	16	17	18	19	20
	;	<	=	>	?
	21	22	23	24	25
	@	[	\	]	^
	26	27	28	29	30
	_	^	{		}
	31				
	~				

Number key	Characters by number of key presses				
	1	2	3	4	5
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
0	0				
*	*				
#	#				

### Entering names

Use the keypad letters to enter names, e.g. to store TOM:

Press once to enter T.

Press three times to enter O.

Press once to enter M.

### Writing tips

Press to delete the last character or digit.

Press to insert a space.

### To enter a pause in a phonebook number

When storing a number, press and hold . F will be displayed.

## View an entry

1. In standby mode, press . The first entry in the phonebook will be displayed.

2. Press or to view the phonebook entry with number and name.

OR

Use the keypad to enter the letters associated with the name. Please refer to the tip below.

Note: If there are no name entries matching your search, the next closest match in alphabetical order appears. If there are no entries for the desired character, the display will show "NO NAME FOUND". If there is no entry in the phonebook, the display will show "DIRECTORY EMPTY".

## Dial an entry

1. In standby mode, press to access the phonebook list.

2. Press or to select the phonebook entry you want, or search alphabetically using the alphanumeric keypad (see the tip after step 3).

3. Pick up the handset or press on the base to dial the desired number.

### To search alphabetically

Press the relevant keypad button, e.g. for the entries beginning with T press once then press or to scroll through the entries.

## Edit an entry

1. In standby mode, press to access the phonebook list.

2. Press or to select the phonebook entry you want.

3. Press . The display shows "ENTER NUMBER" and the existing number for the entry.

4. Use the keypad to edit the number.

5. Press . The display shows "ENTER NAME" and the existing name for the entry.


6. Use the keypad to edit the name.

7. Press to save the changes made to the phonebook entry. The display shows "STORED".




OR



Press **REMOVE** or **MENU** to cancel storing the entry and return to standby mode.

When editing a name or number, press  to delete a character or digit.

### Delete an entry



1. In standby mode, press  to access the phonebook list.
2. Press  or  to select the phonebook entry that you want to delete.
3. Press **REMOVE** to confirm. The selected entry is deleted and the next phonebook entry is displayed.

Note: If there is only one entry in the phonebook list, the telephone will return to standby mode after **REMOVE** is pressed. Once deleted, entries cannot be retrieved.

## Settings

### Display contrast




This feature allows you to adjust the display brightness to a comfortable level, from 1 (light) to 4 (dark).

1. In standby mode, press **MENU** to access the main menu.
  2. Press **SELECT** repeatedly to select **SET CONTRAST**.
  3. Press  or  to select the desired display contrast level (1-4).
  4. Press **SELECT** to save the setting and proceed to the next menu option.
- OR
- Press **MENU** or **REMOVE** to return to the standby mode.

### Set date and time

If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically when you receive your first call. However, you can also set the time manually.

### Set date and time manually

1. In standby mode, press **MENU**. The display shows "SET TIME/DATE" and "USE# FOR AM/PM".
  2. Enter the time and press  to select AM or PM.
- Note: Press  or  to move the cursor among different input fields.
3. Enter the date and press **SELECT** to save the time and date settings.
  4. Press **MENU** or **REMOVE** to return to standby mode.

# Telstra Network Services\*

\*Subscription and / or usage charges may apply to use these services. Call 13 22 00 or visit [telstra.com/homephone](http://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 (provided it is not blocked) prior to answering the call. If your caller's name is stored in the phonebook and a number match (including area code) is found, you will see the caller's name on the display instead.

## Call list

When Telstra's Calling Number Display is active on your service, incoming calls will be saved in the telephone's Call list. Your phone can store up to 20 answered and unanswered calls with date / time information in the call list. 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 (including area code), the caller's name stored in the phonebook will be displayed with the number.

## Call list display screen messages

PRIVATE	The caller number is private.
UNAVAILABLE	The caller's number is unavailable.


When the list is full, and a new call is received, the oldest entry will be deleted automatically. The call list can hold numbers up to 24 digits and names up to 15 characters.

## IMPORTANT





To use Telstra's Calling Number Display you must first subscribe to the service from Telstra. For more information on Telstra Network Features, 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.

## View call details

All unanswered and answered calls are saved in the call list. The order of the calls is dependent on the call list order set (see page 36).





1. In standby mode, press  to access the call list.

## Telstra Network Services\*




2. Press  or  to view the current call list entry with the number and name (if the entry matches an entry in the phonebook), and the date and time of the call.
3. Press *and hold*  to return to standby mode, or press  to delete the entry displayed.




Note: If there are no numbers in the call list, the display will show "CALL LOG EMPTY". If the number matches an entry in the phonebook, the name and the number will be displayed.

## Dial from the call list





1. In standby mode, press  to access the call list.
2. Press  or  to select the entry that you want.
3. Pick up the handset or press  on the base to dial out the selected number.

## Store a call list number into the phonebook



1. In standby mode, press  to access the call list.
2. Press  or  to select the entry that you want.

3. Press . The display shows "ENTER NAME" and the number entry.
4. Use the keypad to enter the name.
5. Press  to save the entry to the phonebook.
6. The display will return to the call list entry. Press and hold  to return to standby mode.

## Delete an entry in the call list

1. In standby mode, press  to access the call list.
2. Press  or  to select the entry that you want to delete.
3. Press  to confirm. The selected entry is deleted.

## Delete the entire call list

1. In standby mode, press *and hold* . The display shows "REMOVE ALL?"
2. Press  again to confirm the deletion of all entries in the call list. The display shows "DELETED", and the telephone will return to standby mode automatically.

OR

2. Press **MENU** twice to return to standby mode.

Note: Once deleted, entries cannot be retrieved.

## Call list settings

### Call list order

This feature allows you to set the order of the entries in the call list.

Select **NEW CALL FIRST** to display calls that are new and not reviewed first, then followed by the other calls by time.

Select **BY TIME** to display all calls in a reverse chronological order with the most recent call being displayed first.

1. In standby mode, press **MENU** to access the main menu.
2. Press **SELECT** repeatedly until "CALL LIST ORDER" is displayed.
3. Press **↑** and **↓** to select **NEW CALL FIRST** or **BY TIME**.
4. Press **SELECT** to save the setting and proceed to the next menu option.

OR

Press **REMOVE** or **MENU** to return to the standby mode.

### Repeated calls

If there is a repeat call from the same number (since the last time you reviewed the call list), you can choose to combine or separate those call log entries. If you select **COMBINED**, only the most recent call log entry of that caller will be stored in the call list and **REP** will be displayed. If you select **SEPARATE**, each call log entry of that caller will be stored in the call list.

1. In standby mode, press **MENU** to access the main menu.
2. Press **SELECT** repeatedly until "REPEATED CALLS" is displayed.
3. Press **↑** or **↓** to select **COMBINED** or **SEPARATE**.
4. Press **SELECT** to save your setting and proceed to the next menu option.

OR

Press **REMOVE** or **MENU** to return to the standby mode.

### Telstra Home Messages 101® or Telstra MessageBank®

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

### To call Telstra Home Messages 101® or Telstra MessageBank®

Pick up handset and press *and hold* **1**. The phone will dial 125101.

OR

Press **☎** then press *and hold* **1**, The phone will dial 125101.

OR

When the handset is on the cradle, press *and hold* **1**, the phone will dial 125101 via the speakerphone.

### Call Waiting

Call Waiting tells you if a new caller is trying to contact you when you are on the phone.

A discreet 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 **RECALL** then listen for dial tone.
2. Dial the second phone number.
3. After the second call is answered press and hold **3**.


### To Split a 3-Way Chat or switch between callers

1. Press and hold **2**.


## Telstra Voice Assistant (Telstra Feature Assistant)

By using this Telstra Network service you can:

- Check the status of your Call Waiting and Call Forward features and turn these on and off
- Store frequent forwarded numbers under the categories of Home, Work, Mobile or Other. When you use this feature, the next time you want to forward to a particular number, you dial 1# and say, for example: “Turn on Call Forward to Mobile”.
- Listen to information and instructions about the following Telstra phone features:
  - Call Forward
  - Call Waiting
  - 3-Way Chat
  - Call Control
  - Calling Number Display
  - MessageBank
  - Call Return
  - Call Back
  - Delayed Hotline

In standby mode, press  to dial the Telstra Voice Assistant number in handsfree mode. Simply pick up the handset to switch the call from the handsfree mode to handset earpiece mode.

OR

Pick up the handset, then press  to dial to the Telstra Voice Assistant number.

Note: The Telstra Voice Assistant number is preset in your telephone and you are not able to change it.

## Help

### Phone does not work

- Have you installed the telephone base correctly? See page 9.
- Check that the mains power is correctly connected.
- Check that the telephone line cord is plugged firmly into the telephone base and the telephone wall socket. See page 9.
- Disconnect the telephone base from the telephone wall socket and connect it to another working telephone. If it still does not work, the problem is either in the wiring or with your telephone line. Call Telstra to check your telephone line.

### No dial tone

- Is the telephone cord of the base plugged into the telephone wall socket?
- Check that the mains power is switched on at the power point (for calls via the speakerphone).
- Only use the telephone cord supplied with the phone.

- Disconnect the telephone base from the telephone wall socket and connect it to another working telephone. If there is still no dial tone, the problem is either in the wiring or with your telephone line. Call Telstra to check your telephone line (charges may apply).

### Cannot dial out or receive calls

- Check that the mains power is correctly connected (for calls via speakerphone).
- Make sure there is a dial tone before dialling.
- Check that all the telephones connected to the same telephone line are hung up.
- If the other telephones in your home are having the same problem, the problem is either in the wiring or with our telephone line. Call Telstra to check your telephone line.

### You have a dial tone, but the phone will not dial out

- If you are connected to a PABX, check whether you need to dial an access code.

### Telephone does not ring

- The ringer volume may be switched off. See page 26.
- Check that the telephone line cord is plugged firmly into the telephone base and the telephone wall socket. See page 9.
- There might be too many extension telephones on the same telephone line to allow all of them to ring simultaneously. Try unplugging one telephone at a time until the phones start ringing.
- If the other telephones in your home are experiencing the same problem, the problem is either in the wiring or with our telephone line. Call Telstra to check your telephone line.

### Telephone beeps and is not performing normally

- Make sure the telephone cord is firmly plugged into the telephone base and the wall socket. See page 9.
- Check that the mains power is correctly connected.

### Buzzing noise on my telephone or on other electrical equipment nearby

- Sometimes your Telstra T800 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra T800 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.
- If you have an ADSL internet service, ensure correct filters are installed to prevent interference. Contact your ADSL service provider for more information about the ADSL filters.

### You hear other calls when using the telephone

- Disconnect the telephone base from the telephone wall socket. Plug in a different telephone. If you still hear other calls, the problem is either in the wiring or with our telephone line. Call Telstra to check your telephone line.

### No Calling Number Display

- Check if you have subscribed to Telstra's Calling Number Display service. See page 34.
- The caller may have withheld their number.
- Both you and the caller's telephone companies must use equipment compatible with the Calling Number Display service.
- The Calling Number Display information will be displayed between the first or second ring. Calling Number Display data may not be displayed on your phone if you answer a call at or before the second ring.
- If you have an ADSL internet service, ensure correct filters are installed to prevent interference. Contact your ADSL service provider for more information about the ADSL filters.

### Customer Helpline

If you are still experiencing difficulties, please call TechHelp on 1300 369 193 or email [tcpsupport\\_au@vtech.com](mailto:tcpsupport_au@vtech.com)

## General information

### Taking care of your telephone

Your corded telephone contains sophisticated electronic parts, so it must be treated with care.

### Avoid rough treatment

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

### Avoid water

Your telephone can be damaged if it gets wet. Do not use the telephone outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

### Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

### Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in the water. If the telephone base should fall into the water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE.**

### Environmental

- Do not expose to direct sunlight.
- The product may heat up 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 fibre, or place it in locations preventing the free flow of air over its surface.

## General information

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- 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.

### Telstra accessories and replacement items

For a full range of accessories and replacement items for Telstra products, please call TechHelp Information Line on 1300 369 193.

# 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.

## Customer service & Product warranty

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

### **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.





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