IMPORTANT SAFETY INSTRUCTIONS

For Your Safety

Do not use the telephone during an electrical storm as it is possible to get a shock. Refer to the Telstra White Pages® directory for further information.

RENTAL TERMS AND CONDITIONS

Your rental telephone is subject to the terms and conditions set out in Part A - General of the Basic Telephone Service Section of Our Customer Terms, which is available for inspection at most Telstra shops or at **www.telstra.com.au/customerterms/index.htm**.

RENTAL TELEPHONE FAULTS

For any service difficulties and faults call **13 2203** for Residential or **13 2255** for Small Business customers or check the Telstra White Pages® directory for further contact numbers.

TELSTRA TEXT MESSAGING (SMS) SERVICE

Call 0198339999 and follow voice prompts for information on how to use your Telstra text messaging (SMS) feature.

CARE OF THE TELEPHONE

- Avoid hard knocks and do not drop the telephone.
- Keep the telephone away from heaters.
- Clean the telephone surface with a damp cloth. Do not use detergents or immerse the telephone in water.
- The performance of the telephone may be affected by electro-magnetic interference if placed near radio transmitters, diathermy machines, welding machines etc.

Telstra T1000C SMS

Calling Number Display Rental Telephone

User Guide

To fully benefit from this Australian designed and manufactured telephone, please read the User Guide and keep handy for future reference.

CONTENTS

GETTING STARTED

When you unpack the telephone you will need to ensure the cords are placed in the slots provided in the base as shown in the diagram below.
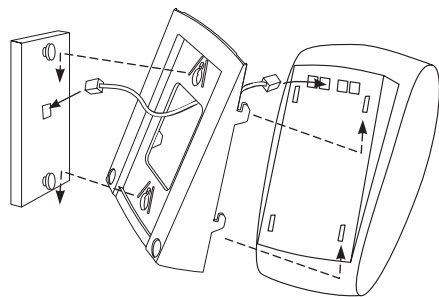
When you connect the telephone to a line, the display will show 🔔

Lift the handset to ensure the telephone is powered up, will ring correctly and is ready to use.

📞 | Wait for Dial Tone | 💻 The display will show 🔔 📶

Repeat this step whenever the telephone has been disconnected from the line.
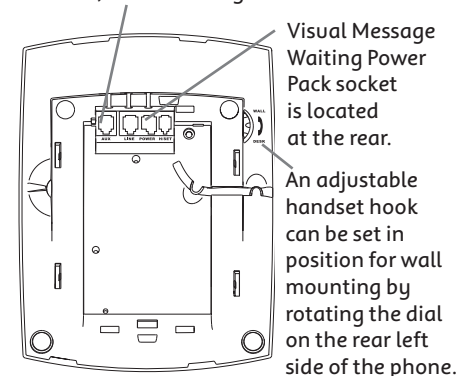
Desk/Wall Mounting Your Telstra T1000C

Wall mounting diagram

Note: Short cord is provided with installation of wall socket. Adjust the handset hook on the base.

An additional line socket is located at the rear of the phone to allow for connection of other ACA approved equipment, e.g. an answering machine, extension ringer or modem.


Visual Message Waiting Power Pack socket is located at the rear.

An adjustable handset hook can be set in position for wall mounting by rotating the dial on the rear left side of the phone.

FEATURES OF THE TELEPHONE

1. Ringer and earpiece level and scroll through Callers and Memory Lists.
2. Names stored in memory will be displayed when the callers number matches the number in memory[1].
3. Redial button used to easily redial the last number dialled.
4. Store button used to turn on Phone Features and adjust ringer and contrast.
5. Cancel button used to turn off phone features e.g. Call Wait.
6. Two line LCD Calling Number Display with a 20 number call list[1].
7. 20 number memory directory with One-Touch dial using OK button.
8. OK button used to confirm menu selections.
9. Visual Message Wait Indicator.
10. MessageBank button used to retrieve messages from MessageBank.
11. Sending and receiving text messages[2].
12. One Touch Phone Feature buttons.
13. Delete button used to delete numbers from the Callers and Memory lists.
14. Telstra Voice Assistant button for voice control of phone features.

Memory List

SMS List

New Caller Indicator

Ringer Level Indicator

T1000C Screen
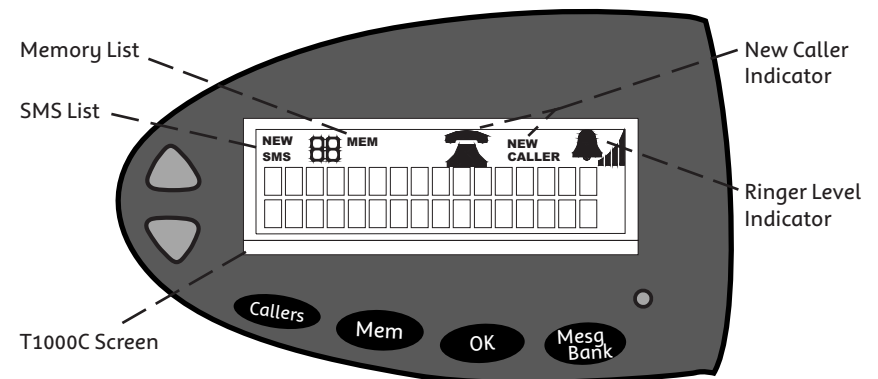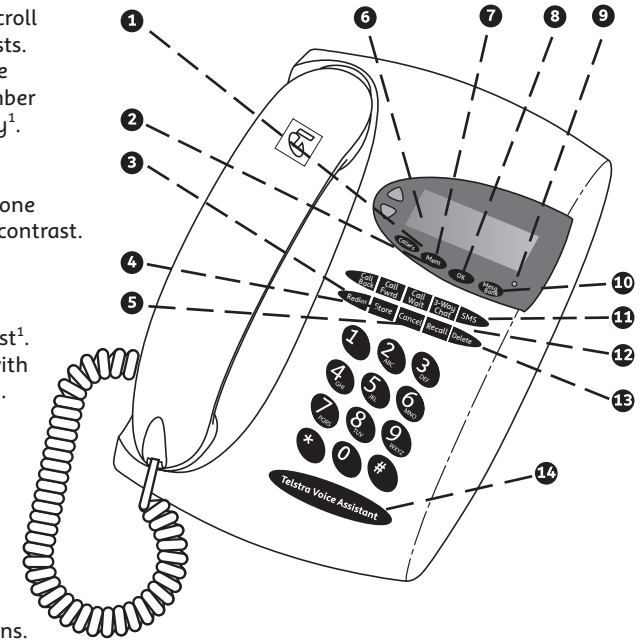
1. You need to subscribe to Telstra Calling Number Display in order to receive the number of your callers. Monthly charges apply. Available most areas. Not available for blocked calls. For more information, call 13 2200 for Residential or 13 2000 for Business services.

2. Text message functionality available to eligible Telstra and Telstra reseller customers with text capable phones such as this T1000C. Telstra expects the fixed line text messaging functionality will become more widely available at a later stage and all other customers wishing to use this function should confirm its availability with their service provider.

To adjust the ringer volume when the telephone is ringing

Press ▲ or ▼ while the phone is ringing

To adjust the ringer volume when the telephone is idle

1. Press `Store` ▲ ▼ Display will show 🔔.(Min) 🔔.ıll(Max)
2. Press `OK` to clear the display and save setting.

To suppress the first ring

When text messages are delivered to your phone, your phone will ring once.
If you do not want your phone to ring for text messages, you can suppress
the first ring. However, this is not recommended as any other phone you have
connected to the same line will still ring.

To suppress the first ring
Press `Store` `Store` Display will show "SUPPRESS FIRST RING", press `OK`

To re-enable the first ring
Press `Store` `Store` Display will show "ENABLE FIRST RING", press `OK`

Key tone

When the handset is lifted, your phone generates a key tone for each valid key press.
If you have a power adaptor connected, the key tone is generated when the handset
is on the hook.

To disable the key tone

Press `Store` `Store` `Store` Display will show "DISABLE KEY TONE", press `OK`

To enable the key tone

Press `Store` `Store` `Store` Display will show "ENABLE KEY TONE", press `OK`

To adjust the display contrast

1. Press `Store` `Store` `Store` `Store` Display will show "CONTRAST".
2. Press ▲ or ▼ to adjust contrast
3. Press `OK` to clear the display and save the setting.

To adjust the earpiece volume

📞 press ▲ ▼ Adjusts the earpiece volume to one of four levels.
Confirmation tone will stop after the minimum or maximum setting has been reached.
Note: The earpiece volume will reset to normal when the handset is replaced, unless you fix the level.

To fix the earpiece volume

📞 press ▲ or ▼ to adjust the volume and press `Store` `Telstra Voice Assistant` `Store`

To have the volume reset to normal when the handset is replaced

📞 press ▲ or ▼ to adjust the volume and press `Store` `Telstra Voice Assistant` `Cancel`
Note: The T1000C also provides magnetic coupling in the handset for use with hearing aids with
a T position switch.

Last Number Redial

Press `Redial` The display shows the last number dialled. 📞 to call the last number dialled.

Callers List

The Callers List can store up to 20 incoming callers numbers.
The symbol ☎ (NEW CALL) on the display shows there is an unanswered new call in the Callers List.

Viewing and dialling from the Callers List

Press `Callers` then ▲ or ▼ to find number. Lift the handset to call the number.
The symbol ☎ (NEW CALL) will turn off when the callers key is pressed.
Note: The Callers List will store the number, date and time of the last 20 calls.

Storing numbers and names in Memory

You can store up to 20 numbers and names in Memory:

1. Press (Mem) then ▲ or ▼ "ENTER NUMBER" on the display indicates an empty memory location.

2. Enter the phone number, including the area code.

3. Press [Store] to save number only, or press (Mem) to enter a name using letters on keypad (maximum of 13 letters including spaces).

4. Press [Store] to save number and name in Memory.

5. Press [Cancel] to return to standby mode or press ▲ or ▼ to locate an empty memory location to store another name and number.

Hints:

If you make a mistake while entering a name or number, press [Delete] to delete the previous letter or number.

OR

Press (Mem) (Mem) to start again.

Press [3-Way Chat] to enter a 1.5 second pause between numbers if needed.

The cursor shifts one space to the right automatically or press ▲ to move the cursor right.

Space can be entered by pressing ⓪

Copying a number from the Callers List to Memory

1. Press (Mem) then ▲ or ▼ to find an empty memory.

2. Press (Callers) then ▲ or ▼ to select number.

3. Press (Mem) to enter name using letters on keypad and press [Store] to save.

4. Press [Cancel] to return to standby mode or press ▲ or ▼ to locate an empty memory location to store another name and number.

Deleting numbers and names from the Callers List or Memory

Press (Callers) or (Mem), press ▲ or ▼ to select entry and then press [Delete] [Delete] to delete entry.

Dialling from Memory

Press (Mem) press ▲ or ▼ to select number and then lift the handset to call.

USING MESSAGEBANK® BUTTON

If you are a Telstra Home Messages 101® and MessageBank[3] user, it's now even easier to retrieve your messages. Your T1000C is programmed to access Telstra Home Messages 101 and MessageBank.

To retrieve a message from your message service[3]

[Wait for Dial Tone] press (Mesg Bank) and follow the message service prompts.

You can store your PIN under the MessageBank Button

Press [Store] (Mesg Bank) [Enter PIN] [#] [Store]

Note: Your PIN is not required for Telstra Home Messages 101.
Note: Your PIN number will only be visible when entering.

To delete your PIN

Press [Delete] (Mesg Bank) [Delete] 📟

To retrieve a message from your message service[3] when you have stored your PIN

[Wait for Dial Tone] press (Mesg Bank) Wait for password prompt, press (Mesg Bank) and then follow the message service prompts.

Note: Display shows "MESSAGEBANK".

You can change the programmed number to access other messaging services, e.g. MessageBank Virtual[3] & MessageBank Combined[3].

To change your access number to access other messaging services

Press [Store] (Mesg Bank) ▼ Enter the access number, press [Store] then 📟

Visual Message Waiting Indication (VMWI)

The T1000C is designed to provide Visual Message Waiting (a flashing red indicator) when you connect the T1000C Power Pack. To purchase the T1000C Power Pack and arrange the connection to the VMWI service , simply call Telstra on **13 2200**. When a message is left in your MessageBank service, a signal is sent to your telephone and the red indicator will flash and the word "VOICE MESSAGE" will be displayed. The red indicator will stop flashing a short time after you have listened to all your messages.

3. Monthly charges apply for MessageBank. Message retrieval is free from Telstra fixed phones anywhere in Australia. Retrieval charges apply from mobiles, payphones and for calls using a Telstra Telecard™.

Installing the Visual Message Waiting Indication Feature

When you purchase the T1000C Power Pack, follow the instructions provided and plug the unit into the special socket labelled "POWER" located at the rear of the telephone.

Note: Telstra Home Messages 101 and MessageBank can interfere with the operation of some personal alarm devices used to contact emergency services. If you use a personal alarm please consult the provider of your service before activating Home Messages 101 on your telephone.

On-hook features without power adaptor

The following functions can be performed without lifting the handset:
- You can pre-dial a number on the display, and then dial it by simply lifting the handset.
- Adjust the phone settings (except the earpiece volume).
- View the Callers List.
- View the Memory List.
- View the text message list.
- Compose and send a text message.
- Delete an entry in the Callers List or Memory List.
- Add numbers and names to Memory.

Note: Press [Cancel] to clear the display.

Additional features when the Power Pack is connected:
- Light flashes with ring and when there are unviewed text messages.
- A key tone sounds for each valid key pressed.

To turn on Call Waiting

This feature enables you to answer a second call while you are on the phone.

[📞] [Wait for Dial Tone] press [Store] [Call Wait] [Announcement] [☎]

When you are on a call and you hear two beeps:
1. Press [Call Wait] to swap between callers.
2. Press [Cancel] to hang up one caller and return to the caller on hold.
3. Press [3-Way Chat] to talk to both callers at the same time[4].

To turn off Call Waiting

[📞] [Wait for Dial Tone] press [Cancel] [Call Wait] [Announcement] [☎]

To make an enquiry call while you are on a call

This feature enables you to call someone while you are on a call.
During a call press [Recall] [Wait for Dial Tone] [Dial second person]
To return to the first caller after the second person hangs up, press [Recall]
If you wish to set up a 3-way conversation after the second person answers, simply press [3-Way Chat]

To have a 3-Way Chat[5]

This feature enables you to establish a 3-way conversation.
[Dial first person] press [3-Way Chat] [Wait for Dial Tone] [Dial second person] press [3-Way Chat]
To end 3-Way Chat simply [☎]

To turn on Call Forward[6]

This feature enables you to forward your calls to your mobile or another number selected.
[📞] [Wait for Dial Tone] press [Call Fwrd] [Enter phone number] press [Call Fwrd] [Announcement] [☎]
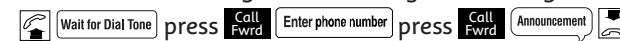
To forward calls to a number stored in Memory

[📞] [Wait for Dial Tone] press [Call Fwrd] press [Mem] then scroll ▲ or ▼
Press [OK] to dial the number, then press [Call Fwrd] [Announcement] [☎]

4. Applicable call costs and usage charges apply.
5. Applicable call costs and usage charges apply. Available most areas.
6. Applicable call costs apply for forwarded calls. Calls can be forwarded to most numbers in Australia.

To turn off Call Forward

📞 [Wait for Dial Tone] press [Cancel] [Call Fwrd] [Announcement] 📟

To use Call Back when a number is busy[7]

This feature enables you to arrange an automatic call back to a busy number.
If the number you're calling is engaged, press [Call Back] [Announcement] 📟

To cancel Call Back

📞 [Wait for Dial Tone] press [Cancel] [Call Back] [Call Back] [Announcement] 📟

Using Telstra Feature Assistant[8]

If your fixed home phone is with Telstra you can 'tell' your phone to turn Call Waiting or Call Forward[9] on or off, check their status, or listen to information on other Telstra features.

📞 [Wait for Dial Tone] press [Telstra Voice Assistant] [Follow voice prompts]

The Telstra Voice Assistant button dials 1# for you.

Telstra Text Messaging (SMS)[10]

Your Telstra T1000C SMS can send text messages to and receive text messages from compatible mobile telephones and compatible fixed line telephones in Australia.

Important:
Text message functionality available to eligible Telstra and Telstra reseller customers with text capable phones such as this T1000C. Telstra expects the fixed line text messaging functionality will become more widely available at a later stage and all other customers wishing to use this function should confirm its availability with their service provider.

How to register to Telstra's text messaging service

Registration is automatically done when you send or receive your first text message from your Telstra T1000C SMS Phone. When registration occurs, the system will send you a text message welcoming you to the service and confirming your registration.

Calling Line Identification and text messaging

In accordance with worldwide standards for text messaging, all messages (including reply messages) will display the telephone number of the sender.
If you have a Silent Line or have blocked Calling Line Identification and attempt to send a message, your message will be rejected.
To alter your service so that you can send text messages, call the Telstra Fixed Phone SMS service on 0198339999 and use the setup menu to turn off Silent Line or Calling Line Identification blocking for text messaging ONLY.

Note: For information on how to use your Telstra text messaging service call 0198339999 and follow the voice prompts.

Sending of text messages

The text message service will make repeated attempts to deliver a message if your line is busy or otherwise unavailable. Undelivered text messages will be stored for a maximum of 7 days. After 7 days the message will be deleted from the server.

To compose and send text messages[10]

With text messaging you can send and receive text messages up to 160 characters long.
You can type in messages using the letters on the keypad as normal.
Some special Key Characters are included on the following keys:
1 Key - . , ' ? ! " 1
* Key - - @ / : _ # & * = < >
0 Key – SPACE 0
1. Press [SMS] Display shows "SEND NEW SMS".
2. Press [OK] Display shows "ENTER MESSAGE".
3. Use the letter keys to enter the text message.
4. Press [OK] to select. Display shows "ENTER NUMBER".
5. Enter the telephone number including area code, or press [Mem] or [Callers] and scroll to required number and press [OK] to select.
6. Press [OK] Display shows "SEND SMS?"

Note: To edit the text message, press ▼ Display shows "EDIT SMS?". Press [OK] and enter revised text. Then press [OK] Display shows " SEND SMS?".

7. Press [OK] Display shows "SENDING".

Note: Display shows "SENT TO #" when text message is sent .

7. Applicable call costs and usage charges apply. Available most areas.
8. Available to most customers who are directly billed by Telstra for access and local calls.
9. Applicable call costs apply for forwarded calls. Calls can be forwarded to most numbers in Australia.
10. Charges apply for each message sent even if not received.

10. Charges apply for each message sent even if not received.

Receiving text messages

Your T1000C SMS can store up to 25 incoming text messages. When the memory is full, the phone will display "SMS LIST FULL". When you receive a text message you will hear a short ring and the display will show "#SMS". If you have connected the T1000C Power Pack the light will be flashing.

To view received text messages

When you receive a text message the display will show "#SMS"
1. Press `SMS` Display shows "VIEW RECEIVED MESSAGES".
2. Press `OK` Display shows the 1st message phone number and the 1st line of the message.
3. Press ▼ to scroll through all received messages.
4. Press `OK` to select a message and press ▼ or ▲ to read the full message and to see the date and time of the message.
5. Press `Cancel` to return to the received messages list.

To reply to a text message

1. While viewing a selected received text message, press `OK` Display shows "REPLY?".
2. Press `OK` Display shows "ENTER MESSAGE". Enter your text message using letters on keypad.
3. Press `OK` Display shows "SEND SMS?".
4. Press `OK` Display shows "SENDING".
Note: Display shows "SENT TO #" when text message is sent .

To forward a text message[10]

1. While viewing a selected received text message, press `OK` and scroll to "FORWARD SMS?" using ▼
2. Press `OK` Display shows "ENTER NUMBER".
3. Enter telephone number including area code, or press `Mem` or `Callers` and scroll to required number and press `OK` to select.
4. Press `OK` Display shows "SEND SMS?".
5. Press `OK` Display shows "SENDING".
Note: Display show " SENT TO #" when text message is sent .

To call the sender of a text message

While viewing a selected received text message, press `OK` and scroll to "CALL?" using ▼ Press `OK` Display shows telephone number, then lift handset to call.

To store the sender's telephone number in memory while viewing a received text message:

1. Press `SMS` then ▼ until display shows "VIEW RECEIVED MESSAGES".
2. Press `OK` then ▼ to select text message number.
3. Press `Mem` to enter name using letters on keypad.
Note: The display shows "ENTER NAME" if there is an available memory.
4. Press `Store` to save name and number in memory.
5. Press `Cancel` to return to standby mode or press ▲ or ▼ to view other received text messages.

If the text message memory is full

When the text message memory is full, the phone will display the number of unviewed text messages followed by "SMS:LIST FULL" e.g. "10 SMS:LIST FULL".
If all the messages have been viewed but not deleted, the phone will display "SMS:LIST FULL".
You need to delete some received messages to make room for new ones.

To delete individual text messages

1. Press `SMS` and scroll to "VIEW RECEIVED MESSAGES".
2. Press `OK` and scroll to the message you want to delete.
3. Press `Delete` Display shows "DELETE?".
4. Press `Delete` again to delete message.
Note: Display moves to next message.

To delete all text messages

1. Press `Delete` Display will show "DELETE SMS OR MESSAGEBANK PIN".
2. Press `SMS` Display will show "DELETE ALL SENT SMS?".
3. Press ▼ to "DELETE ALL UNSENT SMS?"
OR
Press ▼ ▼ to "DELETE ALL RECEIVED SMS?"
OR
Press ▼ ▼ ▼ to "DELETE ALL SMS?".
4. Press `OK` or `Delete` to delete the select messages.

10. Charges apply for each message sent even if not received.

SMS Service Centre numbers

The Telstra SMS Service Centre Send and Receive numbers are preset in your T1000C SMS phone. If you accidentally change the Send or Receive numbers you will need to re-enter them in order for your text messaging service to work.
Telstra's Send SMS service number is 01983391.
Telstra Receive SMS service Centre number is 01983391.
The default terminal number is 0.

Changing the SMS service phone numbers

To change the SMS service number for sending text messages:
1. Press `Store` `SMS` Display will show "TERMINAL ID 0".
2. Press `SMS` Display will show "OUTGOING SMSC 01983391".
3. Enter the new number.
4. Press `Store` to store the new number.

To change the SMS service number for receiving text messages:

1. Press `Store` `SMS` Display will show "TERMINAL ID 0".
2. Press `SMS` `SMS` Display will show "INCOMING SMSC 01983391".
3. Enter the new number.
4. Press `Store` to store the new number.

Note: SMS Service Centre phone numbers cannot be blank.

Sub-addressing of text messages

Telstra's fixed text messaging service allows you to send text messages to a specific phone when there is more than one phone connected to a telephone line. This may be useful when you want to direct a message to a specific household member for privacy reasons. Each phone can be given a different terminal number (from 1-9), text messages can be sent to an individual phone by simply adding an extra digit to the phone number corresponding to the terminal number of the particular phone. For example, if a text message is sent to a fixed line with an additional digit "1" added to the telephone number, only a phone set up with terminal number "1" on that line would receive the message. The default terminal number for your phone is "0" and your phone will automatically receive all text messages sent unless they have an additional sub-address digit added.

Changing the terminal number

To change the terminal number or sub-address for sending and receiving text messages:
1. Press `Store` `SMS` Display will show "TERMINAL ID 0".
2. Enter the new terminal number (1 to 9).
3. Press `Store` to store the new number.

Two or more SMS phones on the same line

If you have more than one SMS phone on the same line the phones may not operate properly when receiving text messages. To overcome this you should change the terminal number(s) so that only one phone has a terminal number of 0. The phone with a terminal number of 0 will receive all text messages sent to your default address. The other phone(s) will only receive text message sent to their specific sub-address. All phones will be able to send text messages.