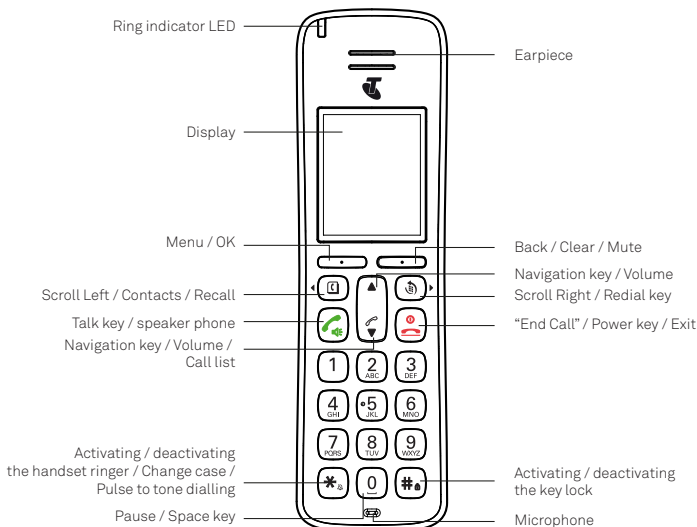


# TELSTRA T-VOICE 503 DECT CORDLESS PHONE



# GETTING TO KNOW YOUR PHONE

## Overview of your handset



### Symbol

### Function



**Scroll left / Contacts / Recall** - For scrolling left. Access to phonebook. Press and hold to use Recall feature when connected to a PABX, and with some Telstra Calling Features e.g. Call Waiting



**Navigational key / Volume / Call List** - For scrolling up. In call volume adjustment during calls.



**Talk key/Speakerphone** - Make or answer a call. Activate and deactivate hands-free during a call.



**Asterisk key / Ringer on/off** - For entering asterisks. Press and hold down to switch handset ringer on/off. When entering names, switch between upper and lower case lettering.



**Redial** - Open the redial list.



**"End call"/Power Key** - Press briefly to end a call or return to standby mode. Press and hold down to switch the handset on/off.



**Navigational key / Volume / Call List** - For scrolling down. Access to Call List. In call volume adjustment during calls.



**Alphanumeric keypad** - For dialling telephone numbers.

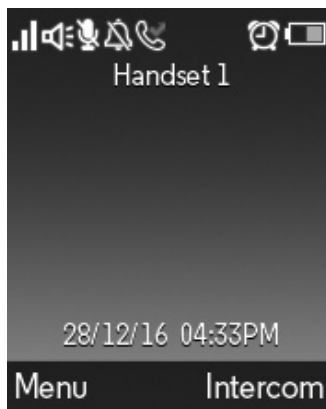


**Hash key / Keypad lock** - In standby mode press and hold to lock/unlock the keypad. For entering the hash symbol.














**Space key** - When entering name, insert space. While dialling, insert a dialling pause.

## Handset display

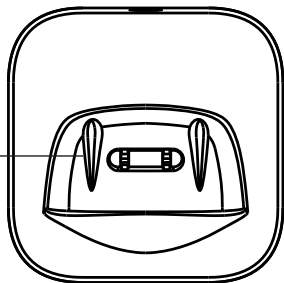


## Display icons

-  Signal icon
-  Displays when in hands-free mode
-  Mute is activated
-  Ringer is switched off
-  Indicates a missed call
-  Alarm is set
-  Battery is fully charged
-  Battery is partially charged
-  Battery is running low
-  Battery is almost fully discharged
-  Battery is empty

## Overview of the charger

Charging contacts



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# SAFETY PRECAUTIONS

Your new Telstra T-Voice 503 handset is intended for use within Australia for connection to a gateway network. Please read the safety precautions and user guide carefully before installing the handset.

The user guide is a part of the product package and must be passed on to a new owner.

## **Caution: Warning/danger statement, follow safety precautions!**

- The ambient temperature must be between 0 °C and 40 °C.
- Please note that the ringer for incoming calls as well as signal tones are emitted on the handset loudspeaker. Do not therefore hold the handset close to your ear while one of these functions is on, otherwise your hearing may be affected.
- Use only the following supplied power supply:  
S004AGS0750030
- This product requires an electrical supply of 100 - 240 volts AC.
- The mains power plug must always be easily accessible.
- To disconnect the device from mains, separate the plug from the wall socket first.

## **Rechargeable batteries**

Use the two supplied rechargeable batteries:

1.2V AAA 750mAh Highpower

Using other rechargeable batteries or non-rechargeable batteries/primary cells can be dangerous and cause malfunctions in or damage to the telephone.

## **Product dimensions and weight (without battery)**

Handset: (L) 175.0 x (W) 50.4 x (H) 31.5 / 132.4g

Charger: (L) 70.0 x (W) 70.0 x (H) 21.3 / 64.2g

## **Please Note:**

- Do not immerse batteries in water or throw in the fire.
- Rechargeable batteries can become warm while recharging.
- This is normal and not dangerous.
- Do not use any other type of charger since this may damage the batteries.
- Before using the handset, **wearers of hearing aids should note** that radio signals can be picked up by the hearing aid and cause an unpleasant buzzing noise.
- Do not use your cordless handset in environments at risk from explosion (e.g. paintworks, petrol stations etc.)
- Do not position the handset in bathrooms or showers.
- The radio signals may influence the working of medical equipment.
- In the event of a power cut or if the batteries are discharged, your handset will not function!



- The handset must not be charged up without batteries or the battery cover in place.
- Do not touch open contacts.

### **Small Metal Objects**

Small metal objects may stick to the handset due to the presence of magnetic fields on the handset.

Exercise caution when used where metal objects can be picked up.

### **Environmental impact**

At the end of the product's life cycle, the telephone must not be disposed of in normal domestic waste. Please take it to a collection point for processing electrical and electronic equipment.

Some materials used in this product can be recycled if you take it to a recycling depot.

By recycling parts or raw materials from used products you will be making an important contribution to environmental protection. Please contact your local authority if you require information about collection points in your neighbourhood.

# GETTING STARTED

## IMPORTANT

Do not place your T-Voice 503 in the bathroom or other humid areas.

## HD Voice™ calls

HD Voice technology has revolutionised the telephone industry. Callers can now feel better connected. The rich quality of HD Voice™ calls is more effective and offers a superior listening experience.

## Location


You need to place your T-Voice 503 charger within 2 metres of the mains power socket so that the cable will reach. The socket-outlet should be installed near the equipment and should be easily accessible.

Make sure that it is at least 1 metre away from other electrical appliances to avoid interference. Your T-Voice 503 works by sending radio signals between the handset and gateway.

## Handset range

The unit has a range of up to 300 metres outdoors when there is a clear line of sight between the gateway and handset. Any obstruction between the gateway and handset will reduce the range significantly. With the gateway indoors and the handset either indoors or outdoors, the range will normally be up to 50 metres. Thick concrete and stone walls can severely affect the range.

## Signal strength

The  icon on your handset indicates that you are within range of the gateway. When out of range of the gateway, the  icon will show. If you are on a call, and the out of range tone is set to on, you will hear a warning beep.

The line will hang up if the handset moves out of range of the gateway. Move closer to the gateway and the handset will automatically reconnect.

## Contents of the package



Handset



Mains  
power  
adaptor



Charger



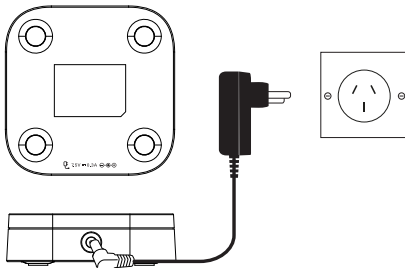
2 x AAA  
rechargeable  
batteries (already  
in handset)



Quick  
Start  
Guide


## Setting up

### IMPORTANT



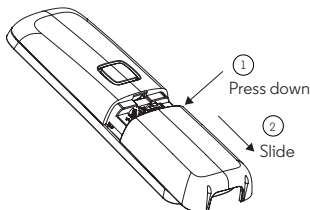
Use only the power adaptor supplied with the product.

### Connecting the charger

1. Plug the power adaptor into the socket marked  7.5V 0.3A on the rear of the charger and plug the other end into the mains power wall socket. Switch on the mains power.

### Power up the handset

1. The bottom part of the handset contains a battery compartment for housing two type AAA batteries.
2. Remove the battery cover from the back of the handset and insert the 2 x AAA NiMH rechargeable batteries supplied. Please note the '+' and '-' markings inside the battery compartment and insert in the correct direction.



3. Slide the battery cover back into place.
4. Place the handset on the charger to charge, see below.

### Charging the batteries

If the battery charge status has reached its lower limit, the battery symbol (🔋) is displayed and a warning signal is heard every 60 seconds while on a call. You have only a few minutes of talk time left.

When charging, the 🔋 icon will scroll on the display. Once charged scrolling will stop.

You can use the telephone for up to 17.5 hours with fully charged batteries. The handset has a standby time of up to 300 hours.

After you have inserted the batteries for the first time, the battery display will indicate the correct information on the charging status only after a complete charging cycle. Use only approved rechargeable batteries NiMH AAA. Never use disposable batteries/primary cells.

To keep your batteries in the best condition, leave the handset off the charger for a few hours at a time. Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of the rechargeable batteries will reduce with time, giving the handset less talk / standby time. Eventually it will need to be replaced.

Batteries and the handset may become warm during charging. This is normal.

### Select a language

When the handset is first set up it will list the different languages, use ⏮ to scroll to the required language and press **Select**.

### Registering the handset



#### On the gateway:

1. Press the Pair button on the gateway for 5 seconds till the led flashes. Follow step 2 below.

#### On the handset:

2. If the handset is not registered to a gateway, press **Register**. The screen

displays **Registering** and once successful **Registered** will be displayed.

3. If the handset is already registered to another gateway, press **Menu**, scroll  to **Handset Settings** and press **Select**.
4. Scroll  to **Registration** and press **Select**.
5. **Register** is highlighted, press **Select**.
6. The screen displays **Registering** and once successful **Registered** will be displayed.

### Note

A beep will be heard if the registration is successful. The handset is automatically assigned an available handset number. Use this number when making internal calls.

If registration is not successful the first time, please repeat the process again in case the gateway registration period ran out of time.

If you still cannot register a handset to the gateway please check how many handsets are already registered. The total number of handsets that can be registered to a gateway is dependent on the gateway.













## Date and time

### Note

The phone can be set so that the gateway or handset can be the clock master, once set this will sync across all handset.

If Clock Master is set to Base, the date and time is set automatically when registered to the gateway. See page 33.

If Clock Master is set to Handset, you can also set the date and time manually. See page 33.

1. Press **Menu**, scroll  to **Clock & Alarm** and press **Select**.
2. **Date/Time** is highlighted. Press **Select**.
3. To change the date format, scroll  to **Date Format** and scroll  or  to select either **DD/MM** or **MM/DD**.
4. Scroll  to **Enter Date**, enter the date, e.g. when set to DD/MM, 27/08/17 for 27 August 2017 and press **Ok**.
5. Once the date is set, to change the time format, scroll  to **Time Format** and scroll  or  to select either **12 Hours** or **24 Hours**.
6. Scroll  to **Enter Time**, enter the time, e.g. when set to 24 Hours, 1430 for 2:30pm and press **Save**.  
If the current time format setting is 12 hour, scroll  or  to select **AM** or **PM**.
7. Press  to return to standby.

**Your T-Voice 503 is now ready for use.**

## Navigating the menus

Your T-Voice 503 has an easy to use menu system on the handset.

Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is in standby:

### Scrolling through menus

1. From the standby screen, press **Menu**.  
The main menu is opened.
2. Use the ▲ / ▼ / □ (◀) / (▶) keys to scroll through the menu.
3. Left softkey - press to action the corresponding word prompt shown in the lower left corner of the display.  
Right softkey - press to action the corresponding word prompt in the lower right corner of the display.
4. Press (⏮) to return to standby.

## Menu map

### Contacts

Local Contacts

*Add*

*Edit*<sup>1</sup>

*View*<sup>1</sup>

*Delete*<sup>1</sup>

*Delete All*<sup>1</sup>

*Predial*<sup>1</sup>

*Memory Status*

Base Contacts

*Add*

*Edit*<sup>1</sup>

*View*<sup>1</sup>

*Delete*<sup>1</sup>

*Delete All*<sup>1</sup>

*Predial*<sup>1</sup>

### Call List

Missed Call

Outgoing Calls<sup>2</sup>

Accepted Calls

All Calls<sup>2</sup>

### Clock & Alarm

Date/Time

Alarm

### Call Features

Voicemail

Call Forward

Call Waiting

Call Return

Voice Assistant

Speed Dial

### Handset Settings

Sound

*Ringer Volume*

*Ringtone*

*Key Beep*

*Out Range Tone*

*Cradle Tone*

Display

*Contrast*

*Wallpaper*

*Backlight Timeout*

Language

Registration

Handset Name

Auto Hang-up

Auto Answer

Handset Setback

Handset Version

### Advance Settings

DECT Settings

*Change PIN*

*Clock Master*

*ECO +*

*Base Version*

*Base Setback*

Internal Names

Line Settings

Line Selection

<sup>1</sup> These options will only be available if there is an entry stored.



<sup>2</sup> These options are dependent on the gateway.

# MAKING AND RECEIVING CALLS

## Note




Your phone will automatically time the duration of all external calls, the call timer will display on the screen. When the call ends, the total duration of your talk time is shown for 1 second.

## Switch the handset on / off




1. To power the handset off, press and hold  for about 5 seconds.
2. **Confirm?**, is displayed, press **Yes** to confirm or **No** to cancel.
3. Press  to turn the handset back on.

## Calls



When making calls you can pre set the line selection to auto, manual or individual line selection, see page 36. The default setting is auto, when a call is made the gateway will automatically select the line.

1. Press .
2. Dial the number.  
If the line selection is set to manual, press  scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**, then dial the number.
3. Press  again to switch to hands-free call.

## Preparatory dialling

1. Dial the number first. If you make a mistake press **Clear** to delete the last digit.
2. Press  to dial.  
If the line selection is set to manual, press  scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.
3. Press  again to switch to hands-free call.

## Make a call using speed dial keys

1. Press and hold the relevant keypad number, press  the number will be dialled automatically.  
If the line selection is set to manual, press  scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.

## Note

To assign a speed dial number, see page 27.




## End a call

Press , or place the handset back on the charger.

### Note

You can end calls simply by placing the handset on the charger. To turn this feature off, see Auto hang-up, see page 31 .

## Receive a call


When you receive an external call, the phone rings, , the line information and the phone number (or name if stored in the phonebook) is displayed.

1. Press  to answer the call and press  again to switch to hands-free.

### Note



If you prefer for the call to be automatically answered when you lift the handset off the charger, you will need to switch Auto answer on, see page 31.


## Adjust the earpiece or hands-free volume

1. During a call, press  to increase and  to decrease the volume level. There are 5 levels to choose from, volumes 1-5.

## Adjust the ringer volume

In standby, press  and then scroll  or  to select the desired volume level.

While the phone is ringing, press  or  to select the desired volume level.

Press and hold  in standby to turn the ringer off. Press and hold again to turn the ringer back on.

## Mute

1. During a call press **Mute**,  is displayed.
2. To turn mute off, press **Unmute**.

## Hold

You can place your caller on hold. When on hold the  icon will be red.


1. During a call press **Option**, **Hold** is highlighted, press **Select**.
2. To turn hold off, press **Option**, **Unhold** is highlighted, press **Select**.

## Intercom, second calls, transferring calls and conference calls

### Making an internal call


If more than one handset is registered to the gateway, an internal call can be made between handsets and a second call can also be made.

1. If 2 handsets are registered to the gateway, press **Intercom** and the other handset rings automatically.

2. If 2 or more handsets are registered to the gateway, press **Intercom** and scroll  to select the handset that is to be called, press **Select**.

## Receiving an internal call

When an internal call is received, the handset name or number that is calling is displayed.





1. Press **Silence** to stop the handset ringing.
2. Press **Reject** to reject the call.
3. Press  to answer the call.

## Making a second call

When on an internal or external call you can make a second internal or external call without ending the first call.




### Second internal call

During a call:








1. Press **Option** and scroll  **Intercom** and press **Select**.
2. If 3 handsets are registered to the gateway the other handset rings automatically.
3. If 3 or more handsets are registered to the gateway, scroll  to select the handset that is to be called, or select **All Handsets** to ring all handsets, press **Select**.
4. When the third handset answers you can have an internal conversion.
5. Press **Option**, then scroll  or  to the required option.  
**Switch Calls** - to switch between the 2 calls.  
**Conference** - to join the 2 calls to make a 3-way call.  
**Transfer** - to transfer the call to the second handset.  
**Release Active** - to end the active call.

### Second external call


During a call:

1. Press **Option** and scroll  to **Add Call**, press **Select**.
2. You can then either:  
Dial the number manually.  
Press  - to dial a number in the phonebook.  
Press  - to dial a number in the Call List.

Press **Dial** to dial.

3. If the line selection is set to manual, press  scroll  or  to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll  or  to the desired line and press **Select**.
4. When the second call answers you can have a conversion.
5. Press **Option**, then scroll  or  to the required option.  
**Switch Calls** - to switch between the 2 calls.  
**Conference** - to join the 2 calls to make a 3-way call.  
**Transfer** - to transfer the call to the second handset.  
**Release Active** - to end the active call.

### Conference calls

If intrusion calls is set to allowed, see page 36, when a handset is on a call a 2nd handset can initiate a conference call. Press  on the 2nd handset and it will take the same line and a conference call will begin.



### Transferring calls

If when transferring calls the 2nd handset doesn't answer then you can press **Option**, **Transfer** is highlighted, press **Select** to transfer the call to the second handset unannounced.

### Receiving a second call (call waiting)

When on an internal or external call you can receive a second internal or external call without ending the first call.

When there is a second call the call waiting screen will be displayed, you can either press **Accept** to accept the second call and put your 1st caller on hold or **Reject** to reject the second call.

If the call is accepted, press **Option**, then scroll  or  to the required option.  
**Switch Calls** - to switch between the 2 calls.  
**Conference** - to join the 2 calls to make a 3-way call.  
**Transfer** - to transfer the call to the second handset.  
**Release Active** - to end the active call.

### Lock/unlock the keypad

The keypad can be locked so that it cannot be operated accidentally.

#### Note

When the keypad is locked an incoming call can still be answered and the handset will operate as normal. When the call ends, the keypad lock comes on again.

1. Press and hold , **Keys Locked** is displayed.
2. Press and hold  again to unlock the keypad.

# PHONEBOOK



The handset gives you access to 2 phonebooks:

Local contacts - The contacts are saved locally on the handset.


Base contacts - The contacts are saved on the gateway. All the handsets registered to the gateway can access these shared contacts.

The local phonebook can store up to 100 contacts. Names can be up to 16 characters and numbers up to 24 digits. The number of contacts in the gateway, is dependent on the gateway the handset is registered to.






Every entry contains a first and last name and up to 3 telephone numbers (e. g. home, mobile, office).

There are 2 ways to enter the phonebooks, either press  to go directly to the last phonebook accessed, then press  to switch between base and local contacts, or you can go through the handset menu.

## Store a name and number

If the T-Voice 503 is connected to a switchboard, you may need to enter a pause in a number. This gives the switchboard time to find an outside line. A pause is normally stored after the switchboard access code (e.g. 9). When storing a number, press and hold  until the display shows P. You can then continue storing the phone number.

If you wish to display the name of your caller instead of the number, save the full telephone number including the area code to your phonebook.

1. Press **Menu**, **Contacts** is displayed, press **Select**.
2. Scroll  or  to select the desired phonebook and press **Select**.
3. Press **Option**, **Add** is highlighted, press **Select**.
4. **First Name** is highlighted, enter the first name.
5. Scroll  to **Last Name**, enter the last name.
6. Scroll  to select the number category you want to store the number under, either **Home**, **Mobile** or **Office**.
7. Enter the number and press **Save**.
8. Press  to return to standby.

### Note

Cancel storing an entry by pressing  at any time during the process.



## ENTERING NAMES

Use the alphanumeric keypad to enter names in the phonebook.

For instance to enter the name Paul

P     Press  once

A     Press  once

- U Press  twice  
L Press  three times  
To enter a space, press .



## WRITING TIPS

To change the text from Abc to ABC, abc or 123, press .


Press ◀ or ▶ to move between characters/digits.

Press **Clear** to delete a character, or press and hold **Clear** to delete all characters.

## View the details or dial an entry


1. Press **Menu**, **Contacts** is displayed, press **Select**.
2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.
3. Scroll ▲ or ▼ to the entry you want or search alphabetically.
3. Press  to dial.  
If the line selection is set to manual, press  scroll ▲ or ▼ to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll ▲ or ▼ to the desired line and press **Select**.
4. Or to see the details, press **Option** scroll ▼ to **View** and press **Select**.

## Edit a name and number





1. Press **Menu**, **Contacts** is displayed, press **Select**.
2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.
3. Scroll ▲ or ▼ to the entry you want or search alphabetically and press **Option**.
4. Scroll ▼ to **Edit** and press **Select**.
5. **First Name** is highlighted, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Edit the name.
6. Scroll ▼ to **Last Name**, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Edit the name.
7. Scroll ▼ to the number you want to edit, press **Clear** to delete a digit, or press and hold **Clear** to delete all digits. Edit the number and press **Save**.
8. Press  to return to standby.

## Delete an entry













1. Press **Menu**, **Contacts** is displayed, press **Select**.
2. Scroll ▲ or ▼ to select the desired phonebook and press **Select**.
3. Scroll ▲ or ▼ to the entry you want or search alphabetically and press **Option**.
4. Scroll ▼ to **Delete** and press **Select**.

5. Display shows **Delete?**.
6. Press **Yes** to confirm or **No** to cancel.
7. Press  to return to standby.

## Delete all entries




1. Press **Menu, Contacts** is displayed, press **Select**.
2. Scroll  or  to select the desired phonebook and press **Select**.
3. Press **Option**, scroll  to **Delete All** and press **Select**.
4. Display shows **Delete All?**.
5. Press **Yes** to confirm or **No** to cancel.
6. Press  to return to standby.

## Predial an entry

1. Press **Menu, Contacts** is displayed, press **Select**.
2. Scroll  or  to select the desired phonebook and press **Select**.
3. Scroll  or  to the entry you want or search alphabetically and press **Option**.
4. Scroll  to **Predial** and press **Select**.
5. If the entry has more than one number stored,  to the number you require, press **Select**.
6. The number is displayed.
7. Press  to dial.  
If the line selection is set to manual, press  scroll  or  to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll  or  to the desired line and press **Select**.

## Check the memory status (Local contacts only)

You can check how much phonebook memory you have on your phone.

1. Press .
2. Press **Option** and scroll  to **Memory Status** and press **Select**. The display shows the number of used phonebook entries.
3. Press  to return to standby.

# CALLER ID AND CALL LIST

Provided the identity of the caller is not withheld, the number of the caller will be displayed together with the date and time of the call (if provided by the network). A subscription to this service may be required.

## Note

If the caller's number is stored in your phonebook along with a name, when you receive a call the name will also be displayed.









## New calls alert

When you have new missed calls (incoming calls that you haven't answered), the display shows **X Missed Call(s)** and the  icon flashes.











## Note

You can either enter the Call List by pressing  or through the handset menu.








## Dial a number in the Call List

1. Press , scroll  or  to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Call**) you want.
2. Press **Select**, the most recent number or name if stored in the phonebook is highlighted.
3. Scroll  or  to the entry you want to dial.
4. Press , scroll  or  to select the desired line and press **Select**.








## Copy a Call List number to the phonebook

1. Press , scroll  or  to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Call**) you want.
2. Press **Select**, the most recent number or name if stored in the phonebook is highlighted.
3. Scroll  or  to the entry you want and press **Option**.
4. **Save Number** is highlighted, press **Select**.
5. Scroll  or  to select the desired phonebook and press **Select**.
6. Scroll  to select the number category you want to store the number under, either **Home, Mobile, or Office** and press **Select**.
7. **First Name** is highlighted, enter the first name and scroll .
8. **Last Name** is highlighted, enter the last name and press **Save**.
9. Press  to return to standby.






## View the details of an entry

1. Press , scroll  or  to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Call**) you want.
2. Press **Select**, the most recent number or name if stored in the phonebook is displayed.
3. Scroll  or  to the entry you want and press **Option**.
4. Scroll  to **View** and press **Select**. The number (and name if stored in the phonebook), and the time and date of the call are displayed.
5. Press  to return to standby.

## Delete an entry








1. Press , scroll  or  to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Call**) you want.
2. Press **Select**, the most recent number (or name if stored in the phonebook) is displayed.
3. Scroll  or  to the entry you want and press **Option**.
4. Scroll  to **Delete** and press **Select**. The display shows **Delete?**.
5. Press **Yes** to delete or **No** to cancel.
6. Press  to return to standby.






## Delete the entire Call List

1. Press , scroll  or  to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Call**) you want.
2. Press **Select**, the most recent number (or name if stored in the phonebook) is displayed.
3. Press **Option**, scroll  to **Delete All** and press **Select**. The display shows **Delete All?**.
4. Press **Yes** to delete or **No** to cancel.
5. Press  to return to standby.



## Predial an entry in the Call List


1. Press , scroll  or  to highlight the Call List (**Missed Calls, Outgoing Calls, Accepted Calls, All Call**) you want.
2. Press **Select**, the most recent number (or name if stored in the phonebook) is displayed.
3. Scroll  or  to the entry you want and press **Option**.
4. Scroll  to **Predial** and press **Select**. The number is displayed.
5. Press  to dial.

If the line selection is set to manual, press  scroll  or  to highlight **Auto** or **Line Name** and press **Select**, if **Line Name** is selected scroll  or  to the desired line and press **Select**.


# CLOCK AND ALARM

If you have subscribed to your network's Caller ID service, if Clock Master is set to Base the gateway automatically sets the date and time of the handset when registered. If the Clock Master is set to handset, you can also manually set the time on the individual handsets.


## Set the date and time

1. Press **Menu**, scroll ► to **Clock & Alarm** and press **Select**.
2. **Date/Time** is highlighted. Press **Select**.
3. To change the date format, scroll ⤴ to **Date Format** and scroll ◀ or ▶ to select either **DD/MM** or **MM/DD**.
4. Scroll ▲ to **Enter Date**, enter the date, e.g. when set to DD/MM, 27/08/17 for 27 August 2017 and press **Ok**.
5. Once the date is set, to change the time format, scroll ⤴ to **Time Format** and scroll ◀ or ▶ to select either **12 Hours** or **24 Hours**.
6. Scroll ▲ to **Enter Time**, enter the time, e.g. when set to 24 Hours, 1430 for 2:30pm and press **Save**.  
If the current time format setting is 12 hour, scroll ◀ or ▶ to select **AM** or **PM**.
7. Press  to return to standby.

## Set the alarm

1. Press **Menu**, scroll ► to **Clock & Alarm** and press **Select**.
2. Scroll ⤴ to **Alarm** and press **Select**.
3. Activation is highlighted, scroll ◀ or ▶ to **Off**, **Once** or **Daily**.
4. Scroll ⤴ to highlight **Enter Time**.
5. Enter the time (HH:MM).  
If the current time format setting is 12 hour, scroll ◀ or ▶ to select **AM** or **PM**.
6. Scroll ⤴ to highlight **Ringtone** ◀ or ▶ to select the desired ringtone and press **Save**.
7. Press  to return to standby.

## Notes







If the alarm is set to **Once**,  will disappear from the screen after the alarm has sounded once.

If the alarm is set to **Daily**,  will remain on the screen after the alarm has sounded.

When the alarm rings, press **Off** or  to stop the ring.

# CALL FEATURES







## Add a speed dial number

1. Press **Menu**, scroll  to **Call Features** and press **Select**.
2. Scroll  to **Speed Dial** and press **Select**.
3. Scroll  or  to select the key where you want to store the number, press **Select**.  
If the entry is empty **No Number** will be displayed, press **Edit**.
4. **Name** is highlighted, enter the name and scroll  to highlight **Number**.
5. Enter the number and press **Save**.
6. Press  to return to standby.

### Note

To dial a speed dial number, see page 16

## Edit / Delete a speed dial number





1. Press **Menu**, scroll  to **Call Features** and press **Select**.
2. Scroll  to **Speed Dial** and press **Select**.
3. Scroll  or  to select the key where the number is stored, press **Select**.
4. **Name** is highlighted, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Edit the name if necessary.
5. Scroll  to the number, press **Clear** to delete a digit, or press and hold **Clear** to delete all digits. Edit the number if necessary and press **Save**.
6. Press  to return to standby.

# HANDSET SETTINGS

## Sound






### Ringer volume

The ring volume can be set to different volume levels. Choose from 5 volume levels or Off.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. **Ringer Volume** is highlighted. Press **Select**.
4. Scroll  or  to the volume you require and press **Select**.
5. Press  to return to standby.






### Ringer melody

Different ringer melodies of the handset can be set. Choose from 10 different ringer melodies. While scrolling a sample ring will be heard for each melody.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. Scroll  to **Ringtone** and press **Select**.
4. Scroll  or  to the ringtone you require and press **Select**.
5. Press  to return to standby.

### Key beep





When you press a button on the T-Voice 503 handset, you will hear a beep. You can switch this beep on or off.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. Scroll  to **Key Beep** and press **Select**.
4. Scroll  or  to **On** or **Off** and press **Select**.
5. Press  to return to standby.

### Out of range tone






When on a call if you move out of range of the gateway, you will hear a beep. You can switch this tone on or off.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.

3. Scroll  to **Out Range Tone** and press **Select**.
4. Scroll  or  to **On** or **Off** and press **Select**.
5. Press  to return to standby.

### Cradle tone






When you place the handset on the charger, you will hear a beep. You can switch this beep on or off.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. **Sound** is highlighted. Press **Select**.
3. Scroll  to **Cradle Tone** and press **Select**.
4. Scroll  or  to **On** or **Off** and press **Select**.
5. Press  to return to standby.

### Display







#### Display contrast

You can set the display contrast on the handset screen.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. Scroll  to **Display** and press **Select**.
3. **Contrast** is highlighted. Press **Select**.
4. Scroll  or  to the contrast you require and press **Select**.
5. Press  to return to standby.




#### Wallpaper


Select from 4 different wallpapers for your handset or set to no wallpaper.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. Scroll  to **Display** and press **Select**.
3. Scroll  to **Wallpaper** and press **Select**.
4. Scroll  or  to the wallpaper you require and press **Select**.
5. Press  to return to standby.


#### Display backlight

You can set the amount of time before the backlight turns off.

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. Scroll  to **Display** and press **Select**.
3. Scroll  to **Backlight Timeout** and press **Select**.

4. Scroll ▲ or ▼ to the time you require and press **Select**.
5. Press  to return to standby.

## Language

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Language** and press **Select**.
3. Scroll ▲ or ▼ to the language you require and press **Select**.
4. Press  to return to standby.

## Registration

### On the gateway:

1. Press the Pair button on the gateway for 5 seconds till the led flashes. Follow set 2 below.

### On the handset:

2. If the handset is not registered to a gateway, press **Register**. The screen displays **Registering** and once successful **Registered** will be displayed.
3. If the handset is already registered to a gateway, press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
4. Scroll ▼ to **Registration** and press **Select**.
5. **Register** is highlighted, press **Select**.
6. The screen displays **Registering** and once successful **Registered** will be displayed.

### Note

A beep will be heard if the registration is successful. The handset is automatically assigned an available handset number.


If registration is not successful the first time, please repeat the process again in case the gateway registration period ran out of time

If you still cannot register a handset to the gateway please check how many handsets are already registered. The total number of handsets that can be registered to a gateway is dependent on the gateway.

## De-registering a handset


A handset can cancel any handset registered to the same gateway. This allows the handset to end the wireless connection with the system.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Registration** and press **Select**.
3. Scroll ▼ to **Unregister** and press **Select**.


4. Enter the PIN and press **Ok**.
5. Scroll ▲ or ▼ to the handset that you want to de-register and press **Select**.
6. The display shows **Unregister?**, press **Yes** to de-register or **No** to cancel.
7. Press  to return to standby.

## Handset name

A personalized name can be set for each handset to easily distinguish between them. A name can be up to 16 characters.


1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Handset Name** and press **Select**.
3. The handset name is displayed, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Enter the new name and press **Save**.
4. Press  to return to standby.


## Auto hang-up

The phone is set to end calls by placing the handset on the charger. This feature can be switched off so that calls can only be ended by pressing .


1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Auto Hang-up** and press **Select**.
3. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
4. Press  to return to standby.

## Auto answer




The phone is set to answer calls by pressing  if you would rather be able to answer the call by lifting the handset off the charger you will need to turn this feature on.

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Auto Answer** and press **Select**.
3. Scroll ▲ or ▼ to **On** or **Off** and press **Select**.
4. Press  to return to standby.

## Restore to default settings

1. Press **Menu**, scroll ▼ to **Handset Settings** and press **Select**.
2. Scroll ▼ to **Handset Setback** and press **Select**.
3. **Confirm?** is displayed, Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

## Handset version



1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. Scroll  to **Handset Version** and press **Select**.
3. The software version will be displayed.
4. Press  to return to standby.

## Upgrade handset software



You can upgrade the handset to the latest software, this can be checked manually or the handset checks for new software every time it is switched on or at 12:00am every day and sends a notification. The gateway may also send a notification.

It is recommended that the battery shows at least 2 bars before upgrading software

### Manually

1. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
2. Scroll  to **Handset Version** and press **Select**.
3. Press **Upgrade**, the screen will either display **SW Up to Date** or **New SW Available**, if there is new software available press **Upgrade**, once the upgrade is complete the handset will reboot.

### Base or handset notification

1. When new software is available, **New SW available** will display on the standby screen.
2. Press **Menu**, scroll  to **Handset Settings** and press **Select**.
3. Scroll  to **Handset Version** and press **Select**.
4. Press **Upgrade**, the screen will either display **New SW Available**, press **Upgrade**, once the upgrade is complete the handset will reboot.



# ADVANCE SETTINGS


Advanced settings availability are dependent on the CAT-iq gateway that is being used.

## DECT settings

### Change PIN


Some functions are protected by a 4 digit PIN code which must be entered if the settings are changed. The default depends on the gateway. The PIN can be changed to a preferred number.

When entering a PIN, the digits are shown as \*\*\*\*

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. **DECT Settings** is highlighted. Press **Select**.
3. **Change PIN** is highlighted. Press **Select**.
4. Enter the old PIN and press **Ok**.
5. Enter the new PIN and press **Ok**.
6. Re-enter the new PIN and press **Save**.
7. Press  to return to standby.


### Clock master

The phone can be set so that the gateway or handset can be the clock master, once set this will sync across all handset.


1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. **DECT Settings** is highlighted. Press **Select**.
3. Scroll ▼ to **Clock Master** and press **Select**.
4. Scroll ▲ or ↶ to **Base** or **Handset** and press **Select**.
5. Press  to return to standby.

### ECO plus


You can set the gateway Eco+ mode via this menu, and the transmission power method depends on the gateway.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. **DECT Settings** is highlighted. Press **Select**.
3. Scroll ▼ to **ECO +** and press **Select**.
4. Scroll ▲ or ↶ to **De-activate** or **Activate** and press **Select**.
5. Press  to return to standby.

## Base version

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. **DECT Settings** is highlighted. Press **Select**.
3. Scroll ▼ to **Base Version** and press **Select**.
4. The Firmware, EEPROM and Hardware Versions will be displayed.
5. Press  to return to standby.

## Restore to default settings

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. **DECT Settings** is highlighted. Press **Select**.
3. Scroll ▼ to **Base Setback** and press **Select**.
4. **Confirm?** is displayed, Press **Yes** to confirm or **No** to cancel.
5. Press  to return to standby.

## Internal names

This will show you the handsets registered to the gateway.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Internal Names** and press **Select**.
3. Scroll ▲ or ▼ to the required handset and press **Option**.

**Dial** - to intercom the selected handset.

**Edit** - to prevent a call from the selected handset being intercepted, and edit the handset name.

**Delete** - to unregister the selected handset.

4. Press  to return to standby.

## Line settings


### Line name

If you have multiple lines, each line can have a different name.


1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. **Line Name** is highlighted, press **Select**.
6. The line name is displayed, press **Clear** to delete a character, or press and hold **Clear** to delete all characters. Enter the new name and press **Save**.

7. Press  to return to standby.

### Line ID


1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Line ID** and press **Select**.
6. The line ID is displayed.
7. Press  to return to standby.

### Attached handset

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Attached Handset** and press **Select**.
6. Scroll ▲ or ▼ to the required handset.
7. Then scroll ◀ or ▶ to the check or uncheck the handset and press **Save**.
8. Press  to return to standby.


### Multi call mode

You can set the gateway to single call or multiple calls mode.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Multi Call Mode** and press **Select**.
6. Scroll ▲ or ▼ to **Single** or **Multiple** and press **Select**.
7. Press  to return to standby.


## Intrusion call

When intrusion is set to allow if a call is in progress a second handset can connect without being invited, creating a 3-way call.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▲ to **Line Settings** and press **Select**.
3. Enter the PIN and press **Ok**.
4. Scroll ▲ or ▼ to the required line and press **Option**.
5. Scroll ▼ to **Intrusion Call** and press **Select**.
6. Scroll ▲ or ▼ to **Not Allowed** or **Allowed** and press **Select**.
7. Press  to return to standby.

## Line selection

When making calls you can pre set the line selection to auto, manual or individual line selection.

1. Press **Menu**, scroll ▲ to **Advance Settings** and press **Select**.
2. Scroll ▼ to **Line Selection** and press **Select**.
3. Scroll ▲ or ▼ to select **Manual**, **Auto** or the desired named line and press **Select**.
4. Press  to return to standby.

## Default settings


Phonebook	Unchanged
Ring volume	3
Ring tones	1
Key tone	On
Out of range tone	Off
Cradle tone	On
Handset name	Supplied by the gateway
Date & time	01-01-2016, 00:00
Auto answer	Off
Auto hang-up	On
Alarm	Off
Call list	gateway dependent
Redial list	gateway dependent
Receiver/speaker volume	3
Line selection	Auto
Speed dial	Unchanged

# HELP

## No dial tone

- Check that the gateway is connected to the network properly.
- Check that the mains power is connected properly.

## No display

- Check that the batteries are inserted correctly and fully charged. Use only approved rechargeable batteries supplied.
- Check that the handset is switched on. Press and hold .
- Reset the unit by removing the batteries and disconnecting the mains power. Wait for around 15 seconds before connecting it again.
- Allow up to one minute for the handset and gateway to synchronize.

## LCD and key backlight does not light up during operation

- Battery charge is low. Fully charge the batteries.

## Signal icon is not white

- Handset is out of range. Move closer to the gateway.
- Check that the mains power is connected properly.

## Keypad does not seem to work

- Check that the keypad lock is not on.

## Battery icon is not scrolling during charge

- Adjust the handset slightly on the charger.
- Clean the charging contacts with a cloth moistened with alcohol.
- Check that the charger power is connected properly.
- The battery is full. The battery icon will appear steadily on the display.

## No Caller Display

- Check with the network operator.
- The caller may have withheld their number.
- The record cannot be found in the phonebook.
- Check that the correct name/number is stored in the phonebook, with the full area code.

## Cannot register a handset to the gateway

- The number of handsets that can be registered is dependent on the gateway. Check that correct PIN code (default is dependent on the gateway) has been entered.
- Check that the handset and gateway are at least one metre away from other electrical equipment to avoid interference when registering.

## Handset does not ring

- The handset ringer volume may be set to Off.

### **Noise interference on my phone or on other electrical equipment nearby**

Place the phone at least one metre away from electrical appliances or any metal obstructions to avoid any risk of interference.

# APPENDIX

## Care

Your telephone is a sophisticated product in terms of design and construction, and should therefore be handled with care.

To clean the telephone, wipe first with an antistatic cloth or a damp, soft leather cloth and then dry using a dry cloth.

## Disposing of the rechargeable battery

All used batteries must be recycled and should not be disposed of in domestic waste. Please dispose of them according to the official regulations. Take them to a recycling depot. The batteries will be recycled since they may, for example, contain lithium (Li), nickel cadmium (Ni - Cd), lead (Pb), cadmium (Cd) or mer- cury (Hg). The batteries are labelled with symbols and information on their contents, e.g.:

## Warranty conditions

Your Telstra T-Voice 503 comes with a manufacturer's warranty of 24 months from the date of purchase.

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.

To find out more information about your consumer rights if your device is faulty, please call us on 13 22 00 or go to:

<https://go.telstra.com.au/helpandsupport/home-phone/> or <http://www.telstra.com/faultyproducts>



[telstra.com/fix](https://telstra.com/fix)



[crowdsupport.telstra.com.au](https://crowdsupport.telstra.com.au)



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