TELSTRA LONG RANGE 12850 DECT360 CORDLESS PHONE WITH ANSWERING MACHINE AND BLUETOOTH® MOBILECONNECT

USER GUIDE

This telephone has been designed for ease of use. Please read the instructions and keep it handy for future reference. If you have any problems with your phone, refer to the Help section of this User Guide.

IT'S HOW
WE CONNECT

INTRODUCTION

To your Telstra Long Range 12850 DECT360 Cordless Phone with Answering Machine and Bluetooth® MobileConnect

- Phonebook -The home phonebook stores up to 200 entries. You can download up to 4 mobile phonebooks. Each of the downloaded phonebooks stores up to 1,500 entries for easy dialling.
- Quick access to a range of Telstra Network Services including Call Waiting and Call Forward Immediate.
- Telstra's Calling Number Display* lets you see who's calling. Your phone stores details of the last 50 callers in a Call list.
- Answering machine, with up to 30 minutes digital recording time and helpful voice prompts.

* IMPORTANT
You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Call list. See page 54 for more details.

IMPORTANT
This product features Power Fail Back-Up. During a mains power interruption you can supply the power stored in the handset battery to the base unit, so you can make calls - see page 39 for further details.

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 12850 provides:
- Digital clarity
- Digital range
- Digital security
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 TECHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: tcpsupport_au@vtech.com

HEARING AID?
Please note that the Telstra 12850 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

GOT EVERYTHING?
The package contains the following items:
- Telstra 12850 handset
- Telstra 12850 answering machine base unit
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug
- 1 NiMH rechargeable battery
- 1 User Guide

If you have purchased a Telstra 12850 Multi-handset pack you will also have the following for each additional handset:
- Telstra 12850 handset
- Telstra 12850 charger
- 1 NiMH rechargeable battery
- AC power adaptor

Note: If you have purchased a 12850 multi-handset pack or a Telstra Range Extender, you will need to register your additional handset(s) or Telstra Range Extender. Please refer to the registration instructions included with these items.

IN THIS GUIDE

IMPORTANT SAFETY INSTRUCTIONS

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

1. Read and understand all the instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, kitchen sink, swimming pool) or in humid areas.
5. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
6. Unplug this product from the wall outlet and contact TecHelp on 1300 369 193 under the following conditions:
   • When the power supply cord or plug is damaged or frayed.
   • If the product does not operate normally by following the operating instructions.
   • If the product has been dropped and the outer casing has been damaged.
   • If the product exhibits a distinct change in performance.
7. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
8. Do not use the telephone to report a gas leak in the vicinity of the leak.
9. Use only the supplied NiMH (Nickel Metal Hydride) batteries. The operation periods for the handsets are only applicable with the default battery capacity.
10. The use of other battery types or non rechargeable batteries/primary mobile batteries can be dangerous. These may cause interference and/or unit damage. Telstra will not be held liable for damage arising from such noncompliance.
11. Use only the AC power adaptors supplied with this product. Please contact TecHelp on 1300 369 193 for replacement adaptors.
12. Please ensure that the polarity plug is inserted correctly.
13. Do not immerse the batteries in water, and do not place them in a fire.
14. Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

GETTING STARTED

LOCATION
Place your Telstra 12850 within 2 metres of the mains power socket and telephone socket so that the cables will reach.
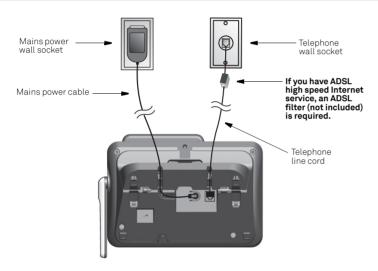
Make sure it is at least 1 metre away from other electrical appliances to avoid interference.
Your Telstra 12850 works by sending radio signals between the handset and base. The strength of the signal depends on where you locate the base. Putting it as high as possible ensures the best signal. The maximum range between the base station and the handset is approximately 300 meters.

SETTING UP
1. Plug the mains power cable into the base station, plug the other end of the mains power cable into mains power wall socket and switch the power on.

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

Mains power wall socket

Telephone wall socket

Mains power cable

If you have ADSL high speed Internet service, an ADSL filter (not included) is required.

Telephone line cord

2. To fit the NiMH rechargeable battery into the handset, remove the battery compartment cover by sliding it out. Place the supplied rechargeable battery in the battery compartment with the battery connector plugged in, as shown. Slide the battery compartment cover back on until it clicks into place.

3. Place the handset on the base to charge for at least 16 hours. When the handset is fully charged the 🔋 will be displayed. The charging LED lighting up indicates that the handset is properly placed on the base.
4. When the battery is fully charged, plug one end of the telephone line cord into the base station and the other end into the telephone wall socket.

WARNING
Do not place your Telstra 12850 in the bathroom or other humid areas.

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

BATTERY LOW WARNING
If the 🔋 icon flashes in the handset display you will need to recharge the handset before you can use it again.
During charging, the 🔋 icon will appear to be filling in the display.

BATTERY PERFORMANCE
In ideal conditions, the fully charged battery should give up to 12 hours talk time, or 160 hours standby time, on a single charge. Note that a new battery will not reach full capacity until it has been in normal use for several days.

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

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

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

SETTING UP FOR MULTIPLE PACKS
If you have purchased a Telstra 12850 multiple pack, you will need to prepare additional handsets and chargers for use.

For each additional handset and charger

Mains power wall socket

Mains power cable

1. Plug the mains power cable into the charger, plug the other end into the mains power wall socket and switch the power on.
   Note: Ensure power cord is fed through slot on base so unit sits flush with the desk.
2. To fit the NiMH battery into the handset, slide out the battery compartment cover. Place the supplied rechargeable battery in the battery compartment, with the battery connector plugged in, as shown above. Slide the battery compartment cover back.
3. Place the handset on the charger to charge for at least 16 hours. When the handset is fully charged the 🔋 icon will be displayed.

INSTALLATION OPTIONS

Your telephone base is ready for tabletop use. If you want to mount your telephone on a wall, follow the steps below to connect the telephone base with a standard dual-stud telephone wall mounting plate. You may need a professional to install the wall mounting plate.

Tabletop to wall mount installation

1. Unplug the power adaptor from the mains socket. Unplug the telephone line cord from the wall socket (or DSL filter). Make sure the telephone line cord and the power cord are routed through the grooves at the bottom of the telephone base accordingly.

2. Press down on the tabs of the wall mount bracket as indicated to release it from tabletop orientation.

3. Rotate the wall mount bracket down and push it into the telephone base until it clicks into place.

4. Plug the telephone line cord (or DSL filter) into the wall socket. Plug the power adaptor into a mains socket not controlled by a wall switch. Align the slots on the back of the telephone base with the studs of the wall mounting plate. Make sure the telephone line cord does not get caught between the wall mount plate and the telephone base.

5. Slide the telephone base down until it locks securely. Bundle the telephone line cord and power adaptor cord neatly with twist ties.

Wall mount to tabletop installation
To change the telephone base from the wall mount position to tabletop position, follow the steps below.

1. If the telephone line cord and power adaptor cord are bundled, untie them first.
2. Push the telephone base up to remove it from wall. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adaptor from the mains socket.

3. Gently pull upward to release the wall mount bracket. Rotate the wall mount bracket up to tabletop position and push it into the telephone base until it clicks into place.

4. See **SETTING UP** on page 10.

USING YOUR TELSTRA 12850 PHONE ON A BROADBAND ADSL LINE?
If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.

DATE AND TIME
If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically for all handsets when you receive your first call. The date and time is recorded with each answering machine message you receive. If you have not subscribed to Telstra's Calling Number Display Service you can set the date and time manually.

Set the date and time manually
1. Press MENU in idle mode to enter the main menu.
2. Press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to highlight **Set date/time**, then press SELECT.
3. Press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to select the month, then press SET, or enter the 2-digit number (**01-12**) using the dialling keys (**0-9**).
4. Press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to select the day, then press SET, or enter the 2-digit number (**01-31**) using the dialling keys (**0-9**).
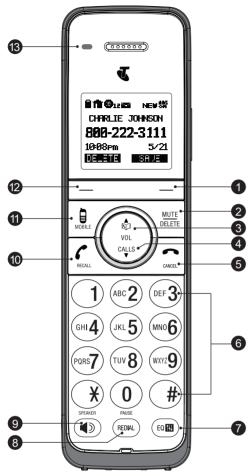
5. Press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to select the year, then press SET, or enter the 2-digit number (**00-99**) using the dialling keys (**0-9**), then press SET.
6. Press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to select the hour, then press SET, or enter the 2-digit number (**01-12** or **01-24**) using the dialling keys (**0-9**). (To change time format, see page 50.)
7. Press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to select the minute, then press SET, or enter the 2-digit number (**00-59**) using the dialling keys (**0-9**).
8. If you set the **Time format** to **12-Hour**, press CALLS or 🕮 on the handset, or press ▼CALLS or ▲🕮 on the telephone base to highlight **AM** or **PM**, or press 2 for **AM** or 7 for **PM**. Press SET to save. You hear a confirmation tone.

Notes:
- The setting sequence of Step 3 and Step 4 will reply on the date format you set. (To change date format, see page 50.)
- If the date and time are not set when a message is recorded, the system announces, *"Time and day not set"*, before each message plays.

GETTING TO KNOW YOUR PHONE

HANDSET BUTTONS

1. ▭ **RIGHT SOFT KEY**
- Press to select a menu item displayed above the key.
- *While in a menu*: Press to select an item or save an entry or setting.

2. 🗑 **MUTE/DELETE**
- *During a call*: Press to mute the microphone.
- *While predialling*: Press to delete digits.
- *While reviewing the redial list, phonebook or call list*: Press to delete an individual entry.
- *While entering or editing a phonebook entry*: Press to erase a digit or character.
- *While the handset is ringing*: Press to silence the ringer temporarily.
- *During message or outgoing message playback*: Press to delete a message or outgoing message.

3. 📖 **DIR/UP/VOLUME+**
- Press to scroll up while in menus.
- *During a call or message playback*: Press to increase the listening volume.
- Press to show phonebook entries when the telephone is not in use.
- *While entering names or numbers in the phonebook*: Press to move the cursor to the left.

4. ᶜᴬᴸᴸˢ **CID/DOWN/VOLUME-**
- Press to scroll down while in menus.
- *During a call or message playback*: Press to decrease the listening volume.
- Press to show the call list when the telephone is not in use.
- *While entering names or numbers in the phonebook*: Press to move the cursor to the right.

5. ☎ **TALK OFF/CANCEL**
- *While using menus*: Press to cancel an operation, back up to the previous menu, or exit the menu display.
- *Press and hold* to return to idle mode.
- *During a call*: Press to hang up.
- *Press and hold* while the telephone is not in use to erase the displayed messages (**XX Missed calls** and **Download fail**).
- *While the handset is ringing*: Press to silence the ringer temporarily.

6. ALPHANUMERIC KEYPAD
- *In idle / pre-dial / editing mode / during a call*: Press to enter characters / numbers.
- *In idle / pre-dial mode / during a call*: Press ✳ to insert a **"*"**.
- *In idle mode*: *Press and hold* ✳ to lock or unlock the keypad.
- *In idle / pre-dial mode / during a call*: Press # to insert a **"#"**.
- *In idle mode*: *Press and hold* ① to access Telstra Home Messages 101® or MessageBank®.
- *During a call*: *Press and hold* ②ᴬᴮᶜ during a conversation to answer Call-Waiting. *Press and hold* ③ᴰᴱᶠ to commence 3-Way-Chat.

7. ▤ **EQ**
- *During an outside call, intercom call, message or outgoing message playback*: Press to change the quality of the audio to best suit your hearing.

8. ▤ **REDIAL/PAUSE**
- Press repeatedly to view the last 10 numbers dialed.
- *While entering numbers*: *Press and hold* to insert a dialling pause.

9. ◄)) **SPEAKER**
- Press to make or answer a home or mobile call using the speakerphone.
- Press to turn on the handset speakerphone.
- Press again to resume normal handset use.

10. ☎ **HOME/ RECALL (FLASH)**
- Press to make or answer a home call.
- *During a home call*: Press to answer an incoming call when you hear a call waiting alert.
- Flashes quickly when there is an incoming home call or when the answering system is recording a call.
- Flashes slowly when a home call is on hold.

11. 📱 **MOBILE**
- Press to make or answer a mobile call.
- *During a mobile call*: Press to answer an incoming call when you hear a call waiting alert.
- Flashes quickly when there is an incoming mobile call.
- Flashes slowly when a mobile call is on hold.
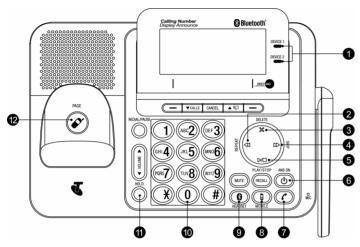
12. ▭ **LEFT SOFT KEY**
- *While in a menu*: Press to go back to previous menu.

13. CHARGE LIGHT
- On when the handset is charging in the telephone base or charger.

TELEPHONE BASE BUTTONS

1. DEVICE 1/DEVICE 2 LIGHTS
- On when the telephone base is paired and connected with a Bluetooth device.
- Flash alternately while pairing a Bluetooth device.

2. ◁ REPEAT
- Press to repeat a message or press twice to play the previous message.

3. ✕ DELETE
- Press to delete the message currently playing.
- *When the phone is not in use*: Press twice to delete all previously reviewed messages.
- *While entering names or numbers*: Press to delete a digit or a character.
- *While reviewing the redial list, phonebook or call list*: Press to delete an individual entry.
- *While predialling*: Press to delete a digit.

4. ▷ SKIP
- *During message playback*: Press to skip to the next message.

5. ▷□ PLAY/STOP
- Press to play messages.
- Press to stop message playback.

6. ⏻ ANSWER ON
- Press to turn the answering system on or off.

7. ☎ HOME/SPEAKER
- Press to make or answer a home call.
- Flashes quickly when there is an incoming home call.
- Flashes slowly when a home call is on hold.

8. ⊙ MOBILE
- Press to make or answer a mobile call.
- *During a mobile call*: Press to answer an incoming call when you hear a call waiting alert.
- Flashes quickly when there is an incoming mobile call.
- Flashes slowly when a mobile call is on hold.

9. ⊙ HEADSET
- Press to transfer a call from the telephone base to a connected Bluetooth headset.
- Press to use a connected Bluetooth headset.
- Press to end a call while you are using the Bluetooth headset.

10. ALPHANUMERIC KEYPAD
- *In idle / pre-dial / editing mode / during a call*: Press to enter characters / numbers.
- *In idle / pre-dial mode / during a call*: Press ✳ to insert a **"*"**.
- *In idle / pre-dial mode / during a call*: Press # to insert a **"#"**.
- *In idle mode*: Press and hold ① to access Telstra Home Messages 101® or MessageBank®.
- *During a call*: Press and hold 2 during a conversation to answer Call-Waiting. *Press and hold* 3 to commence 3-Way-Chat.
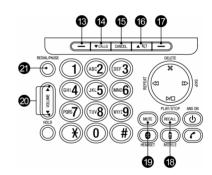
11. ○ HOLD
- *During a call*: Press to place a call on hold.

12. ⊙ PAGE/HANDSET LOCATOR
- Press the button to page all system handsets.
- *Press and hold* to begin handset deregistration.

13. ▭ **LEFT SOFT KEY**
- *While in a menu*: Press to go back to previous menu.

14. ▾CALLS **CID/DOWN**
- Press to scroll down while in menus.
- Press to show the call list when the telephone is not in use.
- *While entering names or numbers in the phonebook*: Press to move the cursor to the left.

15. CANCEL **CANCEL**
- *While in a menu*: Press to exit without making changes or *press and hold* to return to idle mode.
- *Press and hold* while the telephone is not in use to erase the displayed messages.

16. ▴ **DIR/UP**
- Press to scroll up while in menus.
- Press to show phonebook entries when the telephone is not in use.
- *While entering names or numbers in the phonebook*: Press to move the cursor to the right.

17. ⊟ **RIGHT SOFT KEY**
  - Press to select a menu item displayed above the key.
  - *While in a menu*: Press to select an item or save an entry or setting.

18. (RECALL) **RECALL/FLASH**
  - *During a call*: Press to answer an incoming call when you receive a call waiting alert.

19. (MUTE) **MUTE**
  - *During a call*: Press to mute the microphone.
  - *While the telephone base is ringing*: Press to silence the ringer temporarily.

20. ▯ **VOLUME UP/DOWN**
  - Press to adjust the volume during message playback.
  - Press to adjust the volume during a call.
  - *When the phone is not in use*: Press to adjust the telephone base ringer volume for all lines.

21. ○ **REDIAL/PAUSE**
  - Press repeatedly to view the last 10 numbers dialled.
  - *While entering numbers*: *Press and hold* to insert a dialling pause.

HANDSET AND TELEPHONE BASE DISPLAY

Display icons	Description: Icons can be On (visible), or Flashing or Off (not visible)
🏠	On steadily when the home line is in use or there is an incoming home call.
📶 1 2	On steadily when a mobile line is in use or there is an incoming mobile call.
✦ 1 2	There are Bluetooth connected devices on the active devices list.
✦ ✗ ✗	There are Bluetooth disconnected devices on the active devices list.
☊ 1 2	On steadily when a wireless Bluetooth headset is in use on the home line.
▯ (flashing)	Battery is low; place handset in telephone base or charger to recharge. (For Telstra 12850 handset only.)
▯▸▮▸▮	Battery is charging. (For Telstra 12850 handset only.)
🔊	The speakerphone is in use. (For Telstra 12850 handset only.)
🔕	On steadily if the home and mobile ringers are turned off. Flashes if only one ringer is turned off.
✉	New voicemail received from your telephone service provider.
ANS On	The answering system is turned on.
◯◯	New message in the answering system.
NEW	New call list - Missed and new calls.
MUTE	Microphone is muted.

NAVIGATING THE MENUS

Your Telstra 12850 has an easy to use menu system. Each menu has a list of options, as outlined on the following page.

To enter the main menu of the handset
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ or 🖰 to select a handset feature menu.
3. Press SELECT to enter that menu.
   OR
   Press ╱⊟ to cancel an operation, back up to the previous menu, or exit that menu.
   OR
   To return to idle mode, *press and hold* ╱⊟.

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

HANDSET MENU LAYOUT

Play messages	Answering sys	Phonebook	Call log	Intercom	Ringers	Set date/time	Settings	Info Services
	Outgoing msg	Home	Home		Ringer volume		Display alerts	C.W. On
	Delete all old	Mobile 1/2/3/4 (if you have downloaded phonebooks)	Mobile 1/2/3/4 (if you have received calls from mobile line)		Ringer tone		Time format	C.W. Off
	Record memo				Low battery		Date format	Chk Call Wait
	Answer ON/OFF				No coverage		Auto answer	Call Return
	Ans sys setup	Speed dial					Register	CF Imm. On
							Rename handset	CF Imm. Off
							Key tone	Chk CF Imm.
							Flash time	
							Annc Caller ID	
							Power outage	
							Reset	

To enter the main menu of the telephone base
1. Press MENU in idle mode to enter the main menu.
2. Press ▼ᶜᴬᴸᴸˢ or ▲ ᴿᴰ to scroll through menu items.
3. Press SELECT to select the highlighted item.
   OR
   Press CANCEL to cancel an operation, back up to the previous menu, or exit the menu display.
   OR
   To return to idle mode, *press and hold* CANCEL .

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

TELEPHONE BASE MENU LAYOUT

Play messages	Answering sys	Phonebook	Call log	Intercom	Bluetooth	Ringers	Set date/ time	Settings	Info Services
	Outgoing msg	Home	Home		Add device	Ringer volume		Display alerts	C.W. On
	Delete all old	Mobile 1/2/3/4 (if you have downloaded phonebooks)	Mobile 1/2/ 3/4 (if you have received calls from mobile line)		Device list	Ringer tone		Time format	C.W. Off
	Record memo				Download PB.			Date format	Chk Call Wait
	Answer ON/ OFF				Change PIN			Rename base	Call Return
	Ans sys setup	Speed dial						Key tone	CF Imm. On
								Flash time	CF Imm. Off
								Annc Caller ID	Chk CF Imm.
								Reset	

KEYSTROKE TABLE

Dialling key	Characters by number of key presses										
	1	2	3	4	5	6	7	8	9	10	11
1	1	.	-	'	(	)	*	#	&	/	,
2	A	B	C	a	b	c	2				
3	D	E	F	d	e	f	3				
4	G	H	I	g	h	i	4				
5	J	K	L	j	k	l	5				
6	M	N	O	m	n	o	6				
7	P	Q	R	S	p	q	r	s	7		
8	T	U	V	t	u	v	8				
9	W	X	Y	Z	w	x	y	z	9		
0	Space	0									
*											
#											

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

INTRODUCING BLUETOOTH

Your Telstra 12850 telephone system with Bluetooth wireless technology has the following features:
- Pair up to 4 Bluetooth enabled devices (mobile phones or headsets) with the telephone base.
- Connect a maximum of 2 mobile phones to make and receive mobile calls. Only one mobile phone can be active on a call at a time.
- Connect a Bluetooth enabled headset for making and receiving home calls.
- Conference any combination of mobile and home call.
- Make and receive calls using your mobile phone service with your telephone base or system handsets.
- Download up to 4 mobile phone phonebooks to the telephone system via Bluetooth wireless technology.

IMPORTANT INFORMATION

- After plugging in the telephone base, wait at least 20 seconds before connecting a Bluetooth device. The screen shows **Bluetooth system busy** if you try to connect too soon.
- Refer to the User Guide of your Bluetooth enabled mobile phone or headset for more information about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (up to 9 metres) from the telephone base. Keep connected mobile phones and headsets within this range.
- If your mobile phone has poor reception in your home, the Telstra 12850 cannot improve the reception. However, if there is a location in your house with better reception, you can leave your mobile phone at that location while you use the Telstra 12850 mobile line. For optimal performance, the mobile phone must be within 4.5 metres of the telephone base.
- Charge your mobile phone while it is connected to the telephone base. Your mobile phone's battery discharges faster while it is connected to the telephone base via Bluetooth wireless technology.
- Monitor your mobile phone's usage because minutes may be deducted from your mobile plan for the duration of all mobile calls, depending on the terms of your plan.

Refer to the **BLUETOOTH SETUP** section (pages 24-28) to learn how to set up your Bluetooth device. Refer to the **USING THE PHONE** section (pages 29-38) on how to operate your Bluetooth devices with your Telstra 12850 telephone system with Bluetooth wireless technology. Refer to the **HELP** section (pages 73-80) if you experience difficulty when using the telephone system.

The Bluetooth® word mark and logos are owned by Bluetooth SIG, Inc.

GLOSSARY OF TERMS

Below are some terms used in this User Guide to help you become familiar with using your Bluetooth devices and your new Telstra telephone system.

Active devices	The **Device list** has two active slots for two mobile phones, or one mobile phone and one headset. When a device in the list is active it will have a **D1:** or **D2:** in front of the device name. In order to use a Bluetooth device on a call, it must be in an active slot and be connected.
Bluetooth mobile phone	Refers to a mobile Bluetooth enabled mobile telephone.
MOBILE line	The telephone line associated with your mobile phone service. On your Telstra 12850, press 📱 on the handset or 🔘 on the base to use the mobile line.
Connected	When you pair a Bluetooth device to the Telstra 12850 it is placed in an active slot and automatically connected. When a device is connected, a 1 and/or 2 will display after ✱ on the handset screen and the **DEVICE 1** and/or **DEVICE 2** light on the telephone base will be on. If a device loses its connection to the telephone base, it must be reconnected before you can use the device with the Telstra 12850.
Device list	The list of devices connected to the telephone.
Disconnected	When a device is disconnected, ✗ and/or ✗ displays after ✱ on the handset screen and the **DEVICE 1** and/or **DEVICE 2** light on the telephone base is off.
Discoverable mode	Before a Bluetooth enabled device can be paired, it must be set to this mode. When pairing your mobile phone, the telephone base is set to this mode. Depending on the mobile phone manufacturer, this mode is sometimes referred to as **Find Me** or **Visibility**.

Paired devices	The Bluetooth enabled devices (mobile phones or headsets) that have shared registration information with the telephone base. A total of four Bluetooth enabled devices can be paired to the telephone base. However, only two paired devices can communicate with the base at a time.
Pairing	Sometimes referred to as **bonding**. The process of sharing registration information between two Bluetooth enabled devices. Your Bluetooth enabled mobile phone or headset must first be paired to the telephone base in order to use it with this telephone system.
PIN	By default, the PIN is **0000** for the telephone base and for most Bluetooth devices. PIN information may be exchanged between Bluetooth devices before they can be used. This is also known as a **Passkey** or **Passcode**.

BLUETOOTH SETUP

To use a Bluetooth enabled mobile phone with your telephone, you must first pair and connect your Bluetooth mobile phone with the telephone base. The Telstra 12850 can then be used to make or answer calls on the mobile phone line.

Bluetooth wireless technology operates within a short range (up to 9 metres). When you pair a Bluetooth mobile phone or Bluetooth headset to the telephone base, keep the device within 4.5 metres of the telephone base for optimal performance.

Add a mobile phone
Before you begin, make sure that you have mobile coverage and your Bluetooth enabled mobile phone is not connected to any other Bluetooth device. Refer to your mobile phone User Guide to learn how to search for or add new Bluetooth devices.

To pair and connect a mobile phone:
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ▼CALLS or ▲RD to highlight **Bluetooth**, then press SELECT.
3. Press SELECT to choose **Add device**.
4. Press ▼CALLS or ▲RD to highlight **Add mobile**, then press SELECT. The screen displays **Please wait...** followed by **1. If mobile is connected to BT device, please disconnect it**.
   • If there are already 4 paired devices on the device list, the 4th device on the device list will be automatically removed, regardless of whether the new device pairing is successful or not.
   • If there are already 2 active devices on the device list with prefix **D1**: or **D2**:, the telephone base shows **Only 2 devices can be ready for connection.** You are prompted to deactivate an active device.
5. Press NEXT. The screen displays **2. Place mobile phone next to base**.
   • All devices that are connected to the telephone base are disconnected until the pairing process is completed.
6. Press NEXT to turn on the telephone base discoverable mode. The screen displays **Set mobile to search base: Telstra 12850 discoverable PIN: 0000**. Promptly turn on the Bluetooth feature of your mobile phone and search for or add new devices.
7. Your mobile phone may require a passcode. In this case the telephone base displays **Check mobile. ENTER PASS CODE**. Enter the mobile phone passcode (typically 0000) into the telephone base and press SET to save.
8. Enter the PIN of the telephone base (the default PIN is **0000**) into your mobile phone to continue the pairing process. The telephone base displays **Adding Mobile Phone A to device list...**.
9. When a device is successfully connected, the telephone base displays **Mobile Phone A is added and connected to base**. You hear a confirmation tone. The corresponding status icon (🅱 1 or 🅱 2) displays. The corresponding device light on the telephone base (**DEVICE 1** or **DEVICE 2**) turns on.

Notes:
• The pairing process may take up to one minute. If the pairing process fails, try again.
• The steps for the pairing process may vary for different mobile phones. If this happens, follow the prompts on your mobile phone and your Telstra 12850 to complete the pairing process.
• Refer to the User Guide of your mobile phone on how to search for or add a new Bluetooth device.

Add a headset
Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to your headset User Guide to learn how to search for or add new Bluetooth devices.

To pair and connect a headset:
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ▼CALLS or ▲RD to highlight **Bluetooth**, then press SELECT.
3. Press SELECT to choose **Add device**.
4. Press ▼CALLS or ▲RD to highlight **Add headset**, then press SELECT. The screen displays **Please wait...** followed by **If headset is connected to mobile, please disconnect it**.
   • If there are already 4 paired devices on the device list, the 4th device on the device list will be automatically removed, regardless of whether the new device pairing is successful or not.
   • If there is another headset already active, the screen will show **Only 1 headset in device list can be ready for connection** and prompts you to replace an existing paired device.
   • If there are already 2 active devices on the device list with prefix **D1**: or **D2**:, the screen shows **Only 2 devices can be ready for connection**. The screen prompts you to deactivate an active device.
5. Press NEXT. The screen displays **Pls set headset to discoverable mode**. Set your headset to discoverable mode (refer to the User Guide of your headset), then press NEXT.
   • All devices that are connected to the telephone base are temporarily disconnected.
6. The screen displays **Searching for Bluetooth headsets...**.
7. When the screen displays the found devices, press ▼CALLS or ▲RD to highlight your headset and then press SELECT.
8. Enter the PIN of your headset. The PIN for most Bluetooth devices is **0000** (refer to the User Guide of your headset). Then press NEXT.
9. The screen displays **Adding Headset A to device list...** when the base is connecting to your headset.
10. When a device is successfully connected, the telephone base displays **Headset A is added and connected to base** and the corresponding status icon (🅱 1 or 🅱 2). You hear a confirmation tone. The corresponding light on the telephone base (**DEVICE 1** or **DEVICE 2**) turns on.

Notes:
• The pairing process may take up to one minute. If the pairing process fails, try again.
• When a connected headset is charging, it may disconnect from the telephone base and the corresponding light on the telephone base (**DEVICE 1** or **DEVICE 2**) turns off. For some headset models, you may need to turn on the headset and reconnect it to the telephone base again.

Auto connection
When an active device moves within Bluetooth range of the telephone base, or is turned on within range, the telephone base tries to connect to the device. When the device moves out of range, it is disconnected. Your device might make a connect or disconnect sound.

A connected device could also be disconnected by:
• Turning off the Bluetooth device.
• Turning off the Bluetooth feature of the device.
• Disconnecting through the telephone base **Device list**. If you disconnect through the **Device list**, the telephone base will not attempt to reconnect until your device is moved out of range and then moves back in range again.

Bluetooth connection from idle mode
When you have active devices that are not connected, **CONNECT** appears on the telephone base in idle mode. Press CONNECT to start connecting an active device. When there are two active devices, the screen will prompt you to choose one before connection.

Device list and connection
Up to 4 devices can be paired to the telephone base. All paired devices are shown on the device list.
To use a paired device, it must be in an active slot (**DEVICE 1** or **DEVICE 2**) on the device list and connected. Only one Bluetooth mobile phone or a headset can be on a call at a time.
Once you have paired a device with the telephone base, you do not need to repeat the pairing procedure again unless you delete the device from the device list.

Note: When connecting a Bluetooth device to the device list, all connected devices will be temporarily disconnected until the procedure is complete. It may take up to 2 minutes to reconnect.

Review the device list
1. Press MENU on the telephone base in idle mode.
2. Press ⟱CALLS or ⟰☏ to highlight **Bluetooth**, then press SELECT.
3. Press ⟱CALLS or ⟰☏ to highlight **Device list**, then press SELECT.

Connect/disconnect an active device
While in the device list menu, you may connect or disconnect your active device.

1. Press MENU on the telephone base in idle mode.
2. Press ⟱CALLS or ⟰☏ to highlight **Bluetooth**, then press SELECT.
3. Press ⟱CALLS or ⟰☏ to highlight **Device list**, then press SELECT.
4. Press ⟱CALLS or ⟰☏ to highlight a device, then press OPTION.
5. Press ⟱CALLS or ⟰☏ to highlight **Connect/Disconnect** (whichever is applicable), then press SELECT.
   The telephone base displays **Device connected/Device disconnected**. You hear a confirmation tone.

Note: When your active device is connected, you are prompted to select **Disconnect**. When your active device is disconnected, you are prompted to select **Connect**.

Remove a paired device
When you already have the maximum of 4 devices on the device list and you want to add another device, you must first delete a device from the device list.

To remove a paired device:
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ⟱CALLS or ⟰☏ to highlight **Bluetooth**, then press SELECT.
3. Press ⟱CALLS or ⟰☏ to highlight **Device list**, then press SELECT.
4. Press ⟱CALLS or ⟰☏ to highlight a selected device when necessary, then press ✂.
   OR
   • Press ⟱CALLS or ⟰☏ to highlight a device, then press OPTION.
   • Press ⟱CALLS or ⟰☏ to highlight **Remove**, then press SELECT.
5. The telephone base displays **Remove DEVICE A?** Press YES to confirm. The telephone base displays **Device removed from device list** and you hear a confirmation tone.

Rename a paired device
You can change the name of a paired device on the paired devices list.

1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ⟱CALLS or ⟰☏ to highlight **Bluetooth**, then press SELECT.
3. Press ⟱CALLS or ⟰☏ to highlight **Device list**, then press SELECT.
4. Press ⟱CALLS or ⟰☏ to highlight a device, then press OPTION.
5. Press ⟱CALLS or ⟰☏ to highlight **Rename**, then press SELECT. The screen displays **ENTER NEW NAME**.
6. Use the dialling keys to edit the name (page 22).
   • Press ✂ to erase a character.
   • *Press and hold* ✂ to erase all characters.
   • Press ⟱CALLS or ⟰☏ to move the cursor to the left or right.
7. Press SAVE. The telephone base displays **Device renamed**. You hear a confirmation tone.

Replace an active device
If you already have 2 active devices on the device list and you want to activate a different device, you must deactivate one of the 2 active devices.

To replace an active device:
1. Press MENU on the telephone base when it is not in use.
2. Press ⟱CALLS or ⟰☏ to highlight **Bluetooth**, then press SELECT.
3. Press ⟱CALLS or ⟰☏ to highlight **Device list**, then press SELECT.
4. Press ⟱CALLS or ⟰☏ to highlight the device you want to activate without a **D1**: or **D2**: prefix, then press OPTION.
5. Press ⟱CALLS or ⟰☏ to highlight **Connect**, then press SELECT. The screen displays **Only 2 devices can be ready for connection** and then a list of devices for deactivation.
6. Press ⟱CALLS or ⟰☏ to highlight the device to be deactivated, then press NEXT. The screen displays **DEVICE A is deactivated** and you hear a confirmation tone. The screen then displays **Connecting DEVICE B to the base...**.
7. Depending on your mobile phone settings, you may need to press a key on your mobile phone to confirm the connection. When the new device is successfully activated and connected, the screen displays **Device connected**. You hear a confirmation tone.

Note: When adding, removing, or replacing a Bluetooth device on the active devices list, all connected devices are temporarily disconnected until the procedure is complete. It may take up to 2 minutes to reconnect.

Download phonebook
You can download up to 4 mobile phone phonebooks to your Telstra 12850 telephone system via Bluetooth wireless technology. Each downloaded phonebook can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.
Before downloading a phonebook, make sure the mobile phone is paired, active, and connected to your Telstra 12850.
Place your mobile phone next to the telephone base when you download a mobile phone phonebook to your Telstra 12850.

To download a mobile phone phonebook:
1. Press MENU on the telephone base in idle mode.
2. Press ⟱CALLS or ⟰☏ to highlight **Bluetooth**, then press SELECT.
3. Press ⟱CALLS or ⟰☏ to highlight **Download PB.**, then press SELECT.
4. Press ⟱CALLS or ⟰☏ to highlight a device, then press SELECT.
5. Press ⟱CALLS or ⟰☏ to highlight one of the following options:
   • **Phone memory** - download all contacts stored in your phone memory.
   • **SIM card only** - download all contacts stored in your SIM card.
   • **Phone and SIM** - download all contacts stored in both your phone memory and SIM card.

   Press SELECT. During the download, the telephone base displays the progress. All handsets display **Downloading PB.**.

   • Your mobile phone may require a passcode. In this case the screen displays **Check mobile**. **ENTER PASS CODE.** Enter the mobile phone passcode into the telephone base and press SET to save.
   • Your mobile phone may require you to press a key to confirm the phonebook download.
   • If the selected device's phonebook has already been downloaded to Telstra 12850 before, the telephone base displays the last update date of your mobile phone. The phonebook stored on the Telstra 12850 for that mobile phone will be erased and replaced with the current mobile phone phonebook. If you have edited the downloaded entries (page 44), those changes will be lost. Press NEXT to start the download, the screen displays **Erasing phonebook...**.
   • If you already have 4 downloaded phonebooks, the telephone base displays **Memory is full**. **Replace existing phonebook?** Press YES. Highlight the mobile phone phonebook to be replaced and press SELECT. The screen displays **Replace Mobile Phone A phonebook?** Press YES to confirm.
6. When the downloading process is complete, the telephone base displays **Download ended XXXX entries saved**. Press OK to return to the **Bluetooth** menu.

Interruption to phonebook download
If you are downloading a phonebook from a mobile phone and the phone receives a call, the download process stops and the telephone base and all handsets display **Download fail**. When you try to view the downloaded phonebook, the telephone base and handsets display **Last download failed: MM/DD/YY**. You need to download the phonebook again (see page 27).
When you are downloading a phonebook from a mobile phone and you wish to stop the download process, you may press STOP. Then the telephone base displays **Download phonebook cancelled**. The telephone base displays **Download fail** when it returns to idle mode. Refer to page 50 to reset the download fail indication.

Note: During the download process, do not attempt to make changes to your mobile phone phonebook.

View the phonebook download information
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ▼CALLS or ▲☏ to highlight **Phonebook**, then press SELECT.
3. Press ▼CALLS or ▲☏ to choose the desired downloaded phonebook, then press OPTION.
4. Press ▼CALLS or ▲☏ to highlight **Last update**, then press SELECT.
   • The telephone base displays **Mobile phone A Last update: MM/DD/YY Total #XXXX**.
   OR
   • The telephone base displays **Mobile phone A Last download failed: MM/DD/YY** if there was an interruption during that phonebook download.
5. Press OK to exit.

Note: If a handset tries to access the phonebook while a Bluetooth phonebook download is in progress, the screen shows **Not available at this time**.

Change PIN
You are required to enter a PIN when establishing a Bluetooth connection. The default Pin of your telephone base is **0000**.

To change the PIN:
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ▼CALLS or ▲☏ to highlight **Bluetooth**, then press SELECT.
3. Press ▼CALLS or ▲☏ to highlight **Change PIN**, then press SELECT. The telephone base displays **ENTER NEW PIN** and the existing PIN.
4. Use the dialling keys to enter a new 4-digit code.
   • Press �droite to erase a digit.
   • *Press and hold* ✻ to erase all digits.
   • Press ▼CALLS or ▲☏ to move the cursor to the left or right.
5. Press SET to save.

MAKE, ANSWER OR END A HOME CALL

Using a handset:

To make a home call:
Press ☏ or 🔊, then enter the telephone number.

To predial a home call:
Enter the telephone number, then press ☏ or 🔊.

To answer a home call:
Press ☏ or 🔊.

To end a home call:
Press 🔚, or put the handset in the telephone base or charger.

Using the telephone base:

To make a home call:
Press 🔊 on the telephone base, then enter the telephone number.

To predial a home call:
Enter the telephone number, then press 🔘 or 🔊.

To answer a home call:
Press 🔘 or 🔊.

To end a call a home call:
Press 🔊.

Using a Bluetooth headset:
You can use a Bluetooth headset for home calls. However, you need to keep the device within 4.5 metres of the telephone base for optimal performance. Please see the User Guide of your Bluetooth headset for more information.

To answer a home call using a Bluetooth headset:
Press 🔘 on the telephone base or the call key on your headset.

To end a home call:
Press 🔘, or the call key on your headset.

To transfer a call from the telephone base to a Bluetooth headset:
Press 🔘, then press SELECT or 🔘 again to choose the headset. The telephone base displays **Transferring audio to Headset A**.

To transfer a call from the Bluetooth headset back to the telephone base:
Press ⌒.

Notes:
- If you are on a call using a Bluetooth headset, and you lose the Bluetooth connection or the battery becomes depleted, the call is lost.
- When you try to use a Bluetooth headset that is not connected to the base, the telephone base displays **Headset not connected!** Press CONNECT to connect your headset to the telephone system. Refer to **Bluetooth connection from idle mode** on page 25 and **Connect/disconnect an active device** on page 26.
- While using the mobile line, you cannot use the Bluetooth headset.

Call waiting on the home line
If you subscribe to call waiting service from your telephone service provider, you hear a tone if someone calls while you are already on a call.
- Press ⌒ on the handset, or press (RECALL) on the telephone base to put your current call on hold and take the new call.
- Press the same key at any time to switch back and forth between calls.

MAKE, ANSWER OR END A MOBILE CALL
The Telstra 12850 can be used to make or answer calls on the mobile line. You can connect a maximum of 2 Bluetooth enabled mobile phones to the telephone base, but only one mobile phone can be used on a mobile call at a time.

Using a handset:

To make a mobile call:
Press 📱. Enter the telephone number, then press DIAL.

To predial a mobile call:
Enter the telephone number, then press 📱.

If you have only one mobile phone connected to the telephone base, it is automatically selected to make mobile calls. If you have two mobile phones connected to the telephone base, the telephone system prompts you to select a mobile phone before you make a mobile call.

To answer a mobile call:
Press 📱.

To end a mobile call:
Press 📵, or put the handset in the telephone base or charger.

Notes:
- You can also use your mobile phone to answer the call.
- If you do not want to answer the call, press REJECT. The screen displays **Call rejected** and then returns to the idle mode.
- When you try to make a mobile call but your mobile phone is not connected to the base, the handset displays **No mobile is ready for connection**. Press CONNECT to connect your mobile phone to the telephone system. Refer to **Bluetooth connection from idle mode** on page 25 and **Connect/disconnect an active device** on page 26.

Using the telephone base:

To make a mobile call:
1. Press 📱, then enter the telephone number.
2. Press DIAL.

To predial a mobile call:
Enter the telephone number, then press 📱.

If you have only one mobile phone connected to the telephone base, it is automatically selected to make mobile calls. If you have two mobile phones connected to the telephone base, the telephone system prompts you to select a mobile phone before you make a mobile call.

To answer or end a mobile call:
Press 📱.

Notes:
- You can also use your mobile phone to answer the call. If you answer with your mobile phone, it disconnects from the telephone base.
- If you do not want to answer the call, press REJECT. The screen displays **Call rejected** and then returns to the idle mode.
- When you try to make a mobile call but your mobile phone is not connected to the base, the telephone base displays **Mobile phone not connected**. Press CONNECT to connect your mobile phone to the telephone system. Refer to **Bluetooth connection from idle mode** on page 25 and **Connect/disconnect an active device** on page 26.

Call waiting on the mobile line
If you subscribe to call waiting service from your mobile phone service provider, you hear a beep if someone calls while you are already on a call.

Using a handset:
- Press 📱 on the handset to put your current call on hold and take the new call.
- Press 📱 on the handset at any time to switch back and forth between calls.
OR
- Press TOGGLE to switch. To switch back, press OPTION. Press CALLS▼ or 📱 to highlight **Toggle**, then press SELECT.

Using the telephone base:
Press TOGGLE on the telephone base. The original call is put on hold and you take the new call. Press OPTION on the telephone base. Press ▼CALLS or ▲📱 to highlight **Toggle**. Press SELECT to resume the original call. The other incoming mobile call is put on hold.

ANSWER AN INCOMING MOBILE CALL WHILE ON A HOME CALL
If you are on a home call and you receive an incoming mobile call, you hear a beep and 📶 1 or 📶 2 displays on the handset or telephone base you are using. The telephone base and all other handsets ring.

To answer the incoming mobile call:

Using a handset:
Press 📱 on the handset. The home call is automatically placed on hold, all other handsets and the telephone base display **Home call on hold** and **Mobile line in use** alternately.

Using the telephone base:
Press 📱 on the telephone base. The home call is automatically placed on hold and all other handsets display **Home call on hold** and **Mobile line in use** alternately.

To end the mobile call:

Using a handset:
Press ⌍ on the handset. The home line is still on hold. The telephone base and all other handsets all handsets and the telephone base display **Home call on hold**.

Using the telephone base:
Press ⓑ on the telephone base. The home line is still on hold. All handsets display **Home call on hold**.

To resume the home call on hold:

Using a handset:
Press ⌎ on the handset off hold.

Using the telephone base:
Press ⓒ on the telephone base.

Note: If you have voicemail service active on your mobile phone, and you do not answer the incoming mobile call, the call is answered by your mobile phone's voicemail. Contact your mobile phone service provider for more information about voicemail service.

ANSWER A HOME CALL WHILE ON A MOBILE CALL
If you are on a mobile call and you receive an incoming home call, you hear a beep and 🏠 displays on the handset or telephone base you are using. The telephone base and all other handsets ring.

To answer the incoming home call:

Using a handset:
Press ⌎ on the handset. The mobile call is automatically placed on hold and all other handsets display **Mobile call on hold** and **Home line in use** alternately.

Using the telephone base:
Press ⓒ on the telephone base. The mobile call is automatically placed on hold. All handsets display **Mobile call on hold** and **Home line in use** alternately.

To end the home call:

Using a handset:
Press ⌍ on the handset. The mobile line is still on hold. The telephone base and all handsets display **Mobile call on hold**.

Using the telephone base:
Press ⓑ on the telephone base. The mobile line is still on hold. The telephone base and all handsets display **Mobile call on hold**.

To resume the mobile call on hold:

Using a handset:
Press ⌇ on the handset.

Using the telephone base:
Press ⓑ on the telephone base.

Note: If you have turned on your answering system and you do not answer the incoming home call, the call is answered by your answering system.

CONFERENCE CALLS

Conference home and mobile calls
When you have calls established on the home and mobile lines, you can create a 3-way conference.

To conference both home and mobile calls:
1. Press OPTION on the handset or telephone base.
2. Press ᶜᴬᴸᴸˢ / 🐾 or ▾ᶜᴬᴸᴸˢ/▲ 🔊 to highlight **Conference**.
3. Press SELECT. The conferencing device's screen displays **Lines now in conference**.

To select an option while on a conference call:
1. Press OPTION on the handset or telephone base.
2. Press ᶜᴬᴸᴸˢ / 🐾 or ▾ᶜᴬᴸᴸˢ/▲ 🔊 to highlight one of the following options:
   • **End Home line**
   • **End Mobile line**
   • **End Conference**
   • **Phonebook**
   • **Call log**
3. Press SELECT.

To end a conference call:
• Press ⌍ or put the handset back in the telephone base or charger.
   OR
• Press OPTION on the handset or telephone base. Then press ᶜᴬᴸᴸˢ / 🐾 on the handset or ▾ᶜᴬᴸᴸˢ/▲ 🔊 on the telephone base to highlight **End Conference**. Press SELECT to end the conference.

Using the home and mobile lines together:
• You can be on two different calls at the same time using the mobile line and home line and two handsets.
• You cannot be on a call using the mobile line and a Bluetooth headset via the home line at the same time. These are both Bluetooth devices and only one can be used at a time.
• If you are on a call using the mobile line, you cannot join the call using your paired mobile phone. However, you can join the call using another Telstra 12850 device. Your mobile phone is being used for the phone call so only features that are normally available during a call can be used.

HANDSFREE

Using a handset:
During a call, press ◉ on the handset to switch between the speakerphone and normal handset use.

Using the telephone base:
The speakerphone is the only audio option for the telephone base. Press ⓒ or ⓑ to place, answer, and to end calls from the telephone base.

EARPIECE/HANDSFREE VOLUME
While on a call, you can adjust the listening volume on the handset or telephone base.
If it is a mobile call and the volume is too loud, too quiet or drops out, try changing the volume on your mobile phone. On some mobile phones, changing the volume on the mobile phone affects your mobile call volume on the Telstra 12850 handsets or telephone base.

To adjust the listening volume of a handset:
Press ᶜᴬᴸᴸˢ or 🐾 on the handset while on a call.

To adjust the listening volume of the telephone base:
Press **VOLUME ▲/▼** on the telephone base while on a call.

Note: The handset earpiece volume setting (1-6) and speakerphone volume setting (1-6) are independent. The speakerphone volume setting of the telephone base (1-8) is also independent.

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

To silence the handset ringer:
Press SILENCE, ⬜ or ⬜ on the handset and **Ringer muted** appears.

To silence the base ringer:
• Press SILENCE.
  OR
• Press (MUTE).
  The telephone base displays **Ringer muted**.

AUTO ANSWER
As long as you have Auto answer set to **On** you can answer a call by lifting the handset off the base. If you have switched Auto off, you will need to press ⬜/⬜/⬜ on the handset as well. To set Auto answer, see page 51.

LOCK KEYPAD
Lock the keypad to prevent accidental dialling while carrying the handset around.

1. In idle mode, *press and hold* ⬜ on the handset. The display shows **Keypad locked**.
2. To unlock the keypad, *press and hold* ⬜ on the handset. The display shows **Keypad unlocked**.

CALL TIMER
Your Telstra 12850 will automatically time the duration of all external calls. The display shows the call duration both during and for a few seconds after your call is terminated.

OUT OF RANGE WARNING
When the handset goes out of range of the base, the line will hang up if you are on a call.
When you move back within range, the handset will automatically reconnect to the telephone base.

MUTE
Use the mute function to turn off the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call:
While on a call, press ⬜ on the handset, or press (MUTE) on the telephone base. When mute is on, the handset and telephone base show **Microphone off** for a few seconds and the **MUTE** icon appears until the mute function is turned off.

To take a call off mute:
Press ⬜ on the handset, or press (MUTE) on the telephone base and resume speaking. When mute is off, **Microphone on** appears temporarily on the handset and telephone base.

Mute is automatically canceled when you end the call.

HOLD
You can place any call on hold. You hear an alert tone at the telephone base if you have not taken the call off of hold after 14 minutes. You hear another alert tone at the telephone base 30 seconds later. At 15 minutes on hold, the call on hold automatically disconnects.

To place a home call on hold:
Press HOLD on the handset, or press HOLD or ○ (HOLD) on the telephone base. **Home call on hold** appears on the handsets and telephone base. ⬜ flashes on the handsets and ⬜ flashes on the telephone base.

To resume a home call on hold:
Press ⬜ on handsets or ⬜ on the telephone base.

To place a mobile call on hold:
Press HOLD on the handset, or press HOLD or ○ (HOLD) on the telephone base. **Mobile call on hold** appears on the handsets and telephone base. ⬜ on the handsets and ⬜ on the telephone base flash.

To resume a mobile call on hold:
Press ⬜ on the handset or ⬜ on the telephone base.

EQUALIZER
The equalizer feature on the handset enables you to change the quality of the handset audio to best suit your hearing.
While on a call, or listening to a message or Outgoing message, press ⬜ to select the equalizer setting **Treble 1**, **Treble 2**, **Bass** or **Natural** for the handset. The current setting shows on the handset for 2 seconds.

Notes:
• The equalizer feature does not apply to the speakerphone on the telephone base or the connected Bluetooth headset.
• If you switch the call between the handset and speakerphone by pressing ⬜, the audio setting remains unchanged.
• The current equalizer setting remains unchanged until you select a new setting.

CHAIN DIALLING
Use this feature to initiate a dialling sequence from numbers stored in the phonebook, call list or redial list while you are on a call.
Chain dialling can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the phonebook, call list or redial list.

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

Using a handset:
1. Press OPTION.
2. Press ᶜᴬᴸᴸˢ▼ or ⬜ to highlight **Phonebook**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▼ or ⬜ to highlight the desired phonebook, then press VIEW.
4. Press ᶜᴬᴸᴸˢ▼ or ⬜ to highlight to the desired entry or perform an alphabetical search (page 44).
5. Press DIAL to dial the displayed number.

Using the telephone base:
1. Press OPTION.
2. Press ▼CALLS or ▲ℝⅅ to highlight **Phonebook**, then press SELECT.
3. Press ▼CALLS or ▲ℝⅅ to highlight the desired phonebook, then press VIEW.
4. Press ▼CALLS or ▲ℝⅅ to highlight to the desired entry or perform an alphabetical search (page 44).
5. Press DIAL to dial the displayed number.

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

Using a handset:
1. Press OPTION.
2. Press ᶜᴬᴸᴸˢ or 🖐 to highlight **Call log**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ or 🖐 to highlight the desired phonebook, then press VIEW.
4. Press ᶜᴬᴸᴸˢ or 🖐 to scroll to the desired entry.
5. Press DIAL to dial the displayed number.

Using the telephone base:
1. Press OPTION.
2. Press ▼ᶜᴬᴸᴸˢ or ▲🕮 to highlight **Call log**, then press SELECT.
3. Press ▼ᶜᴬᴸᴸˢ or ▲🕮 to highlight the desired phonebook, then press VIEW.
4. Press ▼ᶜᴬᴸᴸˢ or ▲🕮 to scroll to the desired entry.
5. Press DIAL to dial the displayed number.

To access the redial list while on a call:

Using a handset:
1. Press (REDIAL).
2. Press ᶜᴬᴸᴸˢ, 🖐, or (REDIAL) until the desired number displays.
3. Press DIAL to dial the displayed number.

Using the telephone base:
1. Press ○ (REDIAL/PAUSE).
2. Press ▼ᶜᴬᴸᴸˢ, ▲🕮, or ○ (REDIAL/PAUSE) until the desired number displays,
3. Press DIAL to dial the displayed number.

Notes:
- You can only view the numbers in the phonebook, call list or redial list move to front and cannot edit, delete or save entries.
- You cannot copy a call log entry into the phonebook while on a call. For more details about the call list, see page 54.
- Press BACK or ╱▱ on the handset, or BACK or ⸤CANCEL⸥ on the telephone base to exit the redial list, phonebook or call list while on a call.

REDIAL
The telephone base and each handset store the last 10 dialed numbers (up to 30 digits each) in the redial list. The redial entries of each handset and the telephone base are independent.

Review the redial list

To review the redial list of a handset:
1. Press (REDIAL) in idle mode.
2. Press ᶜᴬᴸᴸˢ, 🖐 or (REDIAL) repeatedly to browse the list. The handset beeps twice at the end of the list. Press ╱▱ to exit.

To review the redial list of the telephone base:
1. Press ○ (REDIAL/PAUSE) in idle mode.
2. Press ▼ᶜᴬᴸᴸˢ, ▲🕮 or ○ (REDIAL/PAUSE) repeatedly to browse the list. The telephone base beeps twice at the end of the list. Press ⸤CANCEL⸥ to exit.

Dial a redial entry

To dial a redial entry on a handset:
1. Press 🕻, or 🕪 to use the home line. Then press (REDIAL) to enter the redial list.
2. Press ᶜᴬᴸᴸˢ, 🖐 or (REDIAL) repeatedly to browse until the desired number displays. The handset beeps twice at the end of the list.
3. Press DIAL to dial the number displayed.

You can also select a redial entry before dialling.
1. Press (REDIAL) in idle mode.
2. Press ᶜᴬᴸᴸˢ, 🖐 or (REDIAL) repeatedly to browse until the desired number displays. The handset beeps twice at the end of the list.
3. Press 🕻, or 🕪 to use the home line, or 📱 to use the mobile line.

To dial a redial entry on the telephone base:
1. Press 🕻 to use the home line. Then press ○ (REDIAL/PAUSE) to enter the redial list.
2. Press ▼ᶜᴬᴸᴸˢ, ▲🕮 or ○ (REDIAL/PAUSE) repeatedly to browse and then press DIAL to dial the number displayed.

You can also select a redial entry before dialling.
1. Press ○ (REDIAL/PAUSE) in idle mode.
2. Press ▼ᶜᴬᴸᴸˢ, ▲🕮 or ○ (REDIAL/PAUSE) repeatedly to browse until the desired number displays. The telephone base beeps twice at the end of the list.
3. Press 🕻 to dial using the home line, or 📱 to dial using the mobile line.

Save a redial entry to the phonebook

Using a handset:
1. Press (REDIAL) in idle mode.
2. Press ᶜᴬᴸᴸˢ, 🖐 or (REDIAL) repeatedly to browse until the desired number displays.
3. Press SAVE.
4. The screen displays **EDIT NUMBER**. Use the dialling keys to edit the number, if necessary.
   - Press ╲🖩 to erase a digit.
   - *Press and hold* ╲🖩 to erase all digits.
   - Press ᶜᴬᴸᴸˢ or 🖐 to move the cursor to the right or left.
   - *Press and hold* (REDIAL) to insert a dialling pause (a **P** appears).
5. Press NEXT.
6. Press ᶜᴬᴸᴸˢ or 🖐 to highlight one of the following types:
   - Home
   - Mobile
   - Work
   - Other
7. Press NEXT. The screen displays **ENTER NAME**. Use the dialling keys (page 22) to enter a name.
   - Press ╲🖩 to erase a character.
   - *Press and hold* ╲🖩 to erase all characters.
   - Press ᶜᴬᴸᴸˢ or 🖐 to move the cursor to the right or left.
8. Press SAVE. **Saved** displays and you hear a confirmation tone.

Using the telephone base:
1. Press ○ (REDIAL/PAUSE) in idle mode.
2. Press ▼CALLS, ▲RD or ○ (REDIAL/PAUSE) repeatedly to browse until the desired number displays.
3. Press SAVE.
4. The screen displays **EDIT NUMBER**. Use the dialling keys to edit the number, if necessary.
   • Press ✕ to erase a digit.
   • *Press and hold* ✕ to erase all digits.
   • Press ▼CALLS or ▲RD to move the cursor to the left or right.
   • *Press and hold* ○ (REDIAL/PAUSE) to insert a dialling pause (a **P** appears).
5. Press NEXT.
6. Press ▼CALLS or ▲RD to highlight one of the following types:
   • Home
   • Mobile
   • Work
   • Other
7. Press NEXT. The screen displays **ENTER NAME**. Use the dialling keys (page 22) to enter a name.
   • Press ✕ to erase a character.
   • *Press and hold* ✕ to erase all characters.
   • Press ▼CALLS or ▲RD to move the cursor to the left or right.
8. Press SAVE. **Saved** displays and you hear a confirmation tone.

Delete a redial entry

Using a handset:
1. Press (REDIAL) when the handset is not in use.
2. Press CALLS▼ or 👤 or (REDIAL) repeatedly to browse until the desired number displays.
3. Press 📵 to delete the displayed number. You hear a confirmation tone.

Using the telephone base:
1. Press ○ (REDIAL/PAUSE) when the handset is not in use.
2. Press ▼CALLS or ▲RD or ○ (REDIAL/PAUSE) repeatedly to browse until the desired number displays.
3. Press ✕ to delete the displayed number. You hear a confirmation tone.

FIND HANDSET (PAGING)
This feature helps you find a misplaced handset.

To start paging:
Press 🔍 on the telephone base when it is not in use. All idle handsets ring and display **** Paging ****.

To end paging:
• Press 🔍 on the telephone base.
  OR
• Press 📞, 🔊, 📖, (REDIAL), 📧 or any dialling key (**0-9**, **#**, *****) on the handset.

Notes:
   • If the handset ringer volume is set to off, the handset still rings when paged.
   • While the telephone base is paging, you may press 📵, 📴 or SILENCE on the handset to mute the paging tone.
   • If there is no response after 60 seconds, paging ends.

POWER FAIL BACK-UP
Telstra's Power Fail back-up system lets you make calls during a mains power interruption with your cordless phone. During a mains power interruption you can supply the power stored in your handset battery to the base unit, so you can make calls even when the power is out.

To set Power Fail Back-Up mode:
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press CALLS▼ or 👤 to highlight **Settings**, then press SELECT.
3. Press CALLS▼ or 👤 to highlight **Power outage**, then press SELECT.
4. Press CALLS▼ or 👤 to choose **Auto**, **Manual** or **Off**.
5. Press SELECT to save. You hear a confirmation tone.

Notes:
• If **Off** is selected, Power Fail Back-Up mode will not be enabled.
• If **Auto** is selected, the registered handset(s) will display **Put in cradle to power up BS** when mains power interruption occurs. Place the handset with sufficient battery power (not lower than level 2) onto the main base unit to activate Power Fail Back-Up and start up the base. If handset is already on the main base unit it will automatically activate the Power Fail Back-Up mode (if it has sufficient battery power) and start up the base. If **Auto** is selected and handset is not returned to base unit within approximately 2 minutes the handset will temporarily revert to Manual mode to conserve battery power.
• If **Manual** is selected, the registered handset(s) will display **To power up BS press TALK OFF** when mains power interruption occurs. Press 📴 and then place the handset onto the main base unit to activate the Power Fail Back-Up mode and start up the base.
• If a handset is already on the main base unit, just press 📴.
• Power Fail Back-Up mode will not work if the handset battery power is not sufficient (not lower than level 2).
• Do not pick up the power supplying handset from base when Power Fail Back-Up mode is activated.
• Do not touch the charging contacts of the power supplying handset during Power Fail Back-Up mode.
• In Power Fail Back-Up mode none of the base functions, including the answering machine and Bluetooth, of your Telstra cordless phone will operate.
• It may take up to 90 seconds to transition through the Power Fail Back-Up activation process as the base and handset(s) synchronise with each other.

Make a call using Power Fail Back-Up mode
If there is only one handset registered to the base:
1. Once the handset is placed onto the main base unit, enter the telephone number, and then press 📞 or 🔊. The speakerphone will be turned on automatically and call is made.
   OR
1. Lift up the handset and enter the telephone number.
2. Place the handset back onto the main base unit within 60 seconds.
   The speakerphone will be turned on automatically and call is made. Handset may show **Please wait…** whilst the handset starts up the base before dialling.
3. To end the call, press 📴.
   If there is more than one handset registered to the base, the handset on the main base unit should be left as a power supply of the base and you can use the other handset(s) to make calls like normal.

Note: The handset should always remain on the main base unit for the entire length of the call.

Answer a call using Power Fail Back-Up mode

If there is only one handset registered to the base:

1. When the phone rings, keep the handset on the main base unit and press ![key] or ![key] to answer the call. The speakerphone will be turned on automatically and call is answered.
2. To end the call, press ![key].
   If there is more than one handset registered to the base, the handset on the main base unit should be left as a power supply of the base and you can use the other handset(s) to receive calls like normal.

Notes:
- The power supplying handset should always be placed on the main base unit for the entire length of the call.
- The range of the base unit is limited during Power Fail Back-Up mode. Keep the handset close to the base unit.
- In Power Fail Back-Up mode none of the base functions, including the answering machine and Bluetooth, of your Telstra cordless phone will operate.

The home phonebook stores up to 200 entries with up to 30 digits for each phone number and 15 characters for each name. Each of the downloaded phonebooks stores up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

- Phonebook entries are stored at the telephone base and shared by all system handsets. Any changes made on one device apply to all.
- Only one device can review the phonebook at a time. If another device tries to enter the phonebook, its screen shows **Not available at this time**.
- When there are no records in the phonebook, the screen shows **Phonebook empty**.
- When the phonebook is full and you try to save an entry, the screen shows **Phonebook full**.
- When you try to save a number already stored in the phonebook, the screen shows **Already saved**.

All of the instructions on pages 41- 47 for the phonebooks apply to the home phonebook and all downloaded phonebooks. **Create a new entry** on page 41 only applies to the home phonebook. You cannot create new entries in your downloaded phonebooks with a Telstra 12850 handset or telephone base. Entries must be downloaded from your mobile phone (see **Download phonebook** on page 27).

CREATE AND REVIEW ENTRIES

Create a new entry in the home phonebook

Using a handset:
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press ![CALLS] or ![key] to highlight **Phonebook**, then press SELECT.
3. Press OPTION to select **Home**.
4. Press SELECT to choose **Add contact**. The screen displays **ENTER NUMBER**.
5. Use the dialling keys to enter a telephone number.
   - Press ![key] to erase a digit.
   - *Press and hold* ![key] to erase all digits.
   - Press ![CALLS] or ![key] to move the cursor to the right or left.
   - *Press and hold* ![REDIAL] to insert a dialling pause (a **P** appears).
   OR
   Copy a number from the redial list.
   - Press ![REDIAL] and then ![CALLS], ![key] or ![REDIAL] repeatedly to browse for a number. Press INSERT to copy the displayed number.
6. Press NEXT.
7. Press ![CALLS] or ![key] to highlight one of the following types:
   - Home
   - Mobile
   - Work
   - Other
8. Press NEXT. The screen displays **ENTER NAME**.
9. Use the dialling keys (see page 22) to enter the name.
   - Press ![key] to erase a character.
   - *Press and hold* ![key] to erase all characters.
   - Press ![CALLS] or ![key] to move the cursor to the right or left.
10. Press SAVE to confirm and the screen shows **Saved**. You hear a confirmation tone.

Note: You cannot create new entries in your downloaded phonebooks from your Telstra 12850 handsets. Entries must be downloaded from your mobile phone (see **Download phonebook** on page 27).

Using the telephone base:
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ▼CALLS or ▲🕮 to highlight **Phonebook**, then press SELECT.
3. Press OPTION to select **Home**.
4. Press SELECT to choose **Add contact**. The screen displays **ENTER NUMBER**.
5. Use the dialling keys to enter a telephone number.
   • Press ✂ to erase a digit.
   • *Press and hold* ✂ to erase all digits.
   • Press ▼CALLS or ▲🕮 to move the cursor to the right or left.
   • *Press and hold* ○(REDIAL/PAUSE) to insert a dialling pause (a **P** appears).
   OR
   Copy a number from the redial list.
   • Press ○(REDIAL/PAUSE) and then ▼CALLS, ▲🕮 or ○(REDIAL/PAUSE) repeatedly to browse for a number. Press INSERT to copy the displayed number.
6. Press NEXT.
7. Press ▼CALLS or ▲🕮 to highlight one of the following types:
   • Home
   • Mobile
   • Work
   • Other
8. Press NEXT. The screen displays **ENTER NAME**.
9. Use the dialling keys (see page 22) to enter a name.
   • Press ✂ to erase a character.
   • *Press and hold* ✂ to erase all characters.
   • Press ▼CALLS or ▲🕮 to move the cursor to the left or right.
10. Press SAVE to confirm and the screen shows **Saved**. You hear a confirmation tone.

Note: You cannot create new entries in your downloaded phonebooks from your Telstra 12850. Entries must be downloaded from your mobile phone (see **Download phonebook** on page 27).

Add a predialled telephone number to the phonebook
You can save a predialled telephone number to the phonebook.

To add a predialled telephone number:

Using a handset:
1. Enter the telephone number in idle mode (see Step 5 in **Create a new entry in the home phonebook** on page 41).
2. Press SAVE to move on to edit the number (see Step 3 in **Edit a phonebook entry** on page 44) and then press NEXT.
3. Press CALLS▼ or 🕮 to highlight one of the following types:
   • Home
   • Mobile
   • Work
   • Other
4. Press NEXT. The screen displays **ENTER NAME**.
5. Use the dialling keys (see page 22) to enter the name.
   • Press ⌫ to erase a character.
   • *Press and hold* ⌫ to erase all characters.
   • Press CALLS▼ or 🕮 to move the cursor to the right or left.
6. Press SAVE and the screen shows **Saved**. You hear a confirmation tone.

Using the telephone base:
1. Enter the telephone number in idle mode (see Step 5 in **Create a new entry in the home phonebook** on page 41).
2. Press SAVE to move on to the number (see Step 3 in **Edit a phonebook entry** on page 44) and then press NEXT.
3. Press ▼CALLS or ▲🕮 to highlight one of the following types:
   • Home
   • Mobile
   • Work
   • Other
4. Press NEXT. The screen displays **ENTER NAME**.
5. Use the dialling keys (see page 22) to enter a name.
   • Press ✂ to erase a character.
   • *Press and hold* ✂ to erase all characters.
   • Press ▼CALLS or ▲🕮 to move the cursor to the left or right.
6. Press SAVE and the screen shows **Saved**. You hear a confirmation tone.

View the phonebook
Entries are sorted alphabetically.

To view the phonebook:

Using a handset or telephone base:
1. Press 🕮 in idle mode.
2. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to highlight a phonebook, then press VIEW.
3. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to browse.
   OR
1. Press MENU in idle mode.
2. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to highlight **Phonebook**, then press SELECT.
3. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to highlight a phonebook, then press VIEW.
4. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to browse.
   OR
1. Press OPTION while on call.
2. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to highlight **Phonebook**, then press SELECT.
3. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to highlight a phonebook, then press VIEW.
4. Press CALLS▼ or 🕮 on handset, or ▼CALLS or ▲🕮 on the telephone base to browse.

Note: You will be requested to enter the PIN code to access the PIN-protected downloaded phonebook.

3-character alphabetical search

You can use the enhanced 3-character search to find your contacts quickly and efficiently.

To start the search:

1. Follow the steps in **View the phonebook** on the previous page to enter the phonebook.
2. When an entry appears, use the dialling keys to enter the letters associated with the name (see page 22). You can enter up to 3 letters for the search. The letters will show at the top left hand corner of the screen. After you have entered one to three letters, the system starts searching in the phonebook. If there is no name matching the letter(s) entered, the next closest match in alphabetical order appears. If necessary, press ᶜᴬᴸᴸˢ▾ or 🕹 on the handset, or ▾ᴄᴀʟʟs or ▴🕬 on the telephone base to browse.

Note: The cursor automatically moves to the next position 2 seconds after you enter a letter. If you do not enter another letter in the coming 2 seconds, the system starts searching in the phonebook.

DIAL, EDIT OR DELETE A PHONEBOOK

Dial a phonebook entry

You can dial a phonebook entry on any line.

To dial a phonebook entry:

1. Search for the desired entry in the phonebook (see **View the phonebook** and **3-character alphabetical search** on page 43 and 44).
2. When the displayed number is in the correct format, press 📞 or 🔊 on the handset, or press 📞 on the telephone base to use the home line. Press 📱 on the handset or 🔵 on the telephone base to use the mobile line.

Edit a phonebook entry

You can edit any phonebook entry. However, be aware that if you download a phonebook from a mobile phone again, the phonebook is erased and replaced with the current mobile phone phonebook. If you have edited the downloaded entries on the Telstra 12850, those changes are lost. To avoid losing changes made to the downloaded phonebook, we suggest that you edit numbers in your mobile phone, then download the phonebook.

Using a handset:

1. Search for the desired entry in the phonebook (see **View the phonebook** or **3-character alphabetical search** on page 43 or 44).
2. When the desired entry appears, press EDIT. The handset shows **EDIT NUMBER**.
3. Use the dialling keys to edit the number.
   - Press 🔙 to erase a digit.
   - *Press and hold* 🔙 to erase all digits.
   - Press ᶜᴬᴸᴸˢ▾ or 🕹 to move the cursor to the right or left.
   - *Press and hold* (REDIAL) to insert a dialling pause (a **P** appears).
4. Press NEXT.
5. Press ᶜᴬᴸᴸˢ▾ or 🕹 to highlight one of the following types:
   - Home
   - Mobile
   - Work
   - Other
6. Press NEXT. The screen displays **EDIT NAME**.
7. Use the dialling keys (see page 22) to enter the name.
   - Press 🔙 to erase a character.
   - *Press and hold* 🔙 to erase all characters.
   - Press ᶜᴬᴸᴸˢ▾ or 🕹 to move the cursor to the right or left.
8. Press SAVE to confirm and the handset shows **Saved**.

Using the telephone base:

1. Search for the desired entry in the phonebook (see **View the phonebook** or **3-character alphabetical search** on page 43 or 44).
2. When the desired entry appears, press EDIT. The telephone base shows **EDIT NUMBER**.
3. Use the dialling keys to edit the number.
   - Press ✖ to erase a digit.
   - *Press and hold* ✖ to erase all digits.
   - Press ▾ᴄᴀʟʟs or ▴🕬 to move the cursor to the right or left.
   - *Press and hold* ○(REDIAL/PAUSE) to insert a dialling pause (a **P** appears).
4. Press NEXT.
5. Press ▾ᴄᴀʟʟs or ▴🕬 to highlight one of the following types:
   - Home
   - Mobile
   - Work
   - Other
6. Press NEXT. The screen displays **EDIT NAME**.
7. Use the dialling keys (see page 22) to edit the name.
   - Press ✖ to erase a character.
   - *Press and hold* ✖ to erase all characters.
   - Press ▾ᴄᴀʟʟs or ▴🕬 to move the cursor to the left or right.
8. Press SAVE to confirm and the telephone base shows **Saved**.

Edit the type of a phonebook entry

If you only want to edit the type of a phonebook entry:

1. Search for the desired entry in the phonebook (see **View the phonebook** or **3-character alphabetical search** on page 43 or 44).
2. When the desired entry appears, press LABEL. Enter the corresponding shortcut keys shown on the screen.
   OR
   Press CLEAR to erase the assigned label.

Delete a phonebook entry

To delete an entry:

1. Search for the desired entry in the phonebook (see **View the phonebook** or **3-character alphabetical search** on page 43 or 44).
2. When the desired entry appears, press 🔙 on the handset or ✖ on the telephone base. The screen displays **Delete contact?** and the name of the entry. Press YES to confirm.
3. The screen displays **Contact deleted** and then the next alphabetical entry in the phonebook. You hear a confirmation tone.

Note: Once a phonebook entry is deleted, it cannot be retrieved.

Remove a downloaded phonebook

Using a handset:

1. Search for the desired downloaded phonebook in the phonebook menu (see **View the phonebook** on page 43).
2. When the desired downloaded phonebook is chosen, press OPTION, then press ᶜᴬᴸᴸˢ▾ or 🕹 to highlight **Del phonebook**.
3. Press SELECT. The screen displays **Phonebook Mobile Phone A will be erased**.
4. Press YES to confirm. The handset displays **Erasing phonebook...** and then **Phonebook removed**. You hear a confirmation tone.

Using the telephone base:
1. Search for the desired downloaded phonebook in the phonebook menu (see **View the phonebook** on page 43).
2. When the desired downloaded phonebook is chosen, press OPTION, then press ▼CALLS or ▲ to highlight **Del phonebook**.
3. Press SELECT. The screen displays **Phonebook Mobile Phone A will be erased**.
4. Press YES to confirm. The handset displays **Erasing phonebook...** and then **Phonebook removed**. You hear a confirmation tone.

Note: You will be requested to enter the PIN code to access the PIN-protected downloaded phonebook.

SECURITY PIN FOR DOWNLOADED PHONEBOOK

This feature allows you to set your security PIN to protect your downloaded phonebooks, if you set the Security **On**, you must enter the correct 4-digit PIN when you want to access your downloaded phonebooks.

Using a handset or telephone base:
1. Search for the desired downloaded phonebook in the phonebook menu (see **View the phonebook** on page 43).
2. When the desired downloaded phonebook is selected, press OPTION, then press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Security**.
3. Press SELECT and then CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **On** or **Off**.
4. Press SELECT and then use the keypad to enter a 4-digit PIN if you select **On**.
5. Press SET and repeat the 4-digit PIN again.
6. Press SET to confirm the setting. You hear a confirmation tone.

Note: Each mobile downloaded phonebook can be protected by a separate PIN. After setting the security PIN, you will be requested to enter the correct PIN to access the protected downloaded phonebook.

SPEED DIAL PHONEBOOK

Assign a speed dial phonebook entry

You can assign 9 of your phonebook entries to a speed dial slot (**0**, **2-9**). The speed dial entries are shared by all handsets.
Up to 10 speed dial entries can be stored. The speed dial number must be created from an existing entry in the Home phonebook or a Bluetooth phonebook.

Using a handset or telephone base:
1. Press MENU in idle mode.
2. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Phonebook**, then press SELECT.
3. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Speed dial**, then press VIEW.
4. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight an empty slot, then press ASSIGN.
5. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight the desired phonebook, then press VIEW.
6. Search for the desired entry in the phonebook (see **View the phonebook** or **3-character alphabetical search** on page 43 or 44). When the desired entry appears, press ASSIGN. You hear a confirmation tone.

View the speed dial phonebook

Using a handset or telephone base:
1. Press MENU in idle mode.
2. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Phonebook**, then press SELECT.
3. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Speed dial**, then press VIEW.
4. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to browse.

Dial a speed dial entry

Using a handset:
1. *Press and hold* the dialling key (**0**, **2-9**) corresponding to the assigned entry you wish to call.
2. Press 📞 or 🔊 to dial with the home line, or 📱 to dial with the mobile line.

Using the telephone base:
1. *Press and hold* the dialling key (**0**, **2-9**) corresponding to the assigned entry you wish to call.
2. Press 📞 to dial with the home line, or 📱 to dial with the mobile line.

Reassign a speed dial entry

Using a handset or telephone base:
1. Press MENU in idle mode.
2. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Phonebook** and then press SELECT.
3. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Speed dial**, then press VIEW.
4. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight the desired slot.
5. Press ASSIGN. The screen displays the phonebook at the current assigned entry.
6. Search for the desired entry in the phonebook (see **View the phonebook** or **3-character alphabetical search** on page 43 or 44). When the desired entry appears, press ASSIGN.
7. The screen displays **Entry B replaces Entry A Accept?** Press YES to confirm. You hear a confirmation tone.

Delete a speed dial entry

Using a handset or telephone base:
1. Press MENU in idle mode.
2. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Phonebook** and then press SELECT.
3. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight **Speed dial**, then press VIEW.
4. Press CALLS or 🖐 on the handset, or ▼CALLS or ▲ on the telephone base to highlight assigned slot, then press 🗑 on the handset or (MUTE) on the telephone base.
5. The screen displays **Delete Entry A speed dial assignment?** Press YES to confirm. You hear a confirmation tone.

Note: Deleting a speed dial entry does not affect the phonebook entry.

PHONE SETTINGS

RINGER VOLUME
You can select the ringer volume for incoming calls on the home line and the mobile line.

To adjust the ringer volume:
1. Press **VOLUME ▲/▼** on the telephone base to set the ringer volume while the telephone base is in idle mode to set the ringer volume for all lines.
2. Press SET to confirm and you hear a confirmation tone.
   OR
   Press OFF to turn off the ringer, then press SET to save. You hear a confirmation tone.
   OR
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▼ or 📞 on handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **Ringers**, then press SELECT.
3. Press SELECT to choose **Ringer volume**.
4. Press ᶜᴬᴸᴸˢ▼ or 📞 on handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **All lines**, **Home**, **Mobile-D1** or **Mobile-D2**, then press SELECT to confirm.
5. Press ᶜᴬᴸᴸˢ▼ or 📞 on handset, or press ▼CALLS or ▲📞 on the telephone base to adjust the ringer volume. A sample of each ringer volume plays as you scroll through the choices.
   OR
   Press OFF to turn off the ringer. The handset displays **Ringer off**.
6. Press SET to confirm, the screen displays **Caller ID won't be announced** when the ringer is set to off. You hear a confirmation tone.

Notes:
- Changing the handset ringer volume does not affect base ringer volume.
- When the ringer volume for all calls (home and mobile) is set to off, a steady ringer off icon 🔕 appears. When only one or two of the ringer volume settings are set to off, a ringer off icon 🔕 flashes.
- The ringer volume level also determines the ringer levels of intercom calls (page 68).
- For the handsets that support calling number display announce, when the ringer is set to off, calling number display will not be announced and the screen displays **Caller ID won't be announced**.

RINGER TONE
You can select the ringer tones for incoming home and mobile calls.

To select a ringer tone:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base on the telephone base to highlight **Ringers**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **Ringer tone**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **All lines**, **Home**, **Mobile-D1** or **Mobile-D2**, then press SELECT .
5. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to sample each ringer tone. The current ringer tone is checked. A sample of each ringer tone plays as you scroll through the choices.
6. Press SET to select and save your choice. You hear a confirmation tone.

Note: When you turn off the ringer volume, you will not hear ringer tone samples.

LOW BATTERY TONE
When low battery tone is set to **On** and low battery is detected, an alert tone will be emitted while you are talking with the handset to alert you that you need to charge up your battery.

To set the low battery tone:
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▼ or 📞 to highlight **Ringers**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▼ or 📞 to highlight **Low battery**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ▼ or 📞 to choose **On** or **Off**.
5. Press SELECT to save. You hear a confirmation tone.

NO COVERAGE TONE
When a handset is out of range of the telephone base, an alert tone will be emitted if no coverage tone is set to **On**. You need to move the handset closer to the telephone base.

To set no coverage tone:
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▼ or 📞 to highlight **Ringers**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▼ or 📞 to highlight **No coverage**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ▼ or 📞 to choose **On** or **Off**.
5. Press SELECT to save. You hear a confirmation tone.

DISPLAY ALERTS
In the display alerts menu, you can change and edit the settings for display of alerts on the idle screen.

Missed call indicator
When there are missed calls that have not been reviewed in the call list, the screens show **XX Missed calls**.
Each time you review a call list entry marked **NEW**, the number of missed calls decreases by one.
When you have reviewed all the missed calls, the missed calls indicator goes away.
If you do not want to review the missed calls one by one, you can reset the missed call indicator. All the entries are then considered old and kept in the call list.

To reset the missed call indicator:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **Display alerts**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **Home line** or **Mobile line**, then press SELECT.
5. Press ᶜᴬᴸᴸˢ▼ or 📞 on the handset, or press ▼CALLS or ▲📞 on the telephone base to highlight **Missed calls**, press SELECT. The screen displays **Reset missed call indication?** Press YES to confirm. You hear a confirmation tone.
   You can also *press and hold* 📵 on the handset or CANCEL on the telephone base to erase the missed call indicator when the telephone is not in use.

Download fail

If the phonebook download process is interrupted, the telephone base and handset screens display **Download fail**. You can reset the download fail indication on the handset.

To reset the download fail indicator:
1. Press MENU in idle mode to enter the main menu.
2. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Display alerts**, then press SELECT.
4. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Mobile line**, then press SELECT.
5. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Download fail**, then press SELECT.
6. The screen displays **Reset download failure indication?** Press YES to confirm. You hear a confirmation tone.
   You can also *press and hold* ⌫ on the handset or CANCEL on the telephone base to erase the download fail indicator when the telephone is not in use.

DATE AND TIME

The answering system announces the day and time of each message prior to playing it. If you subscribe to Telstra's Calling Number Display service, the day, month and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the calling number display information. Before using the answering system, you can see page 14 to set the date and time manually.
After handset registration or a power failure, the handset or telephone base will prompt you to set the date and time.

To set the time format:
1. Press MENU in idle mode to enter the main menu.
2. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Time format**, then press SELECT.
4. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to choose **12 - Hour** or **24 - Hour.**
5. Press SELECT to save. You hear a confirmation tone.

To set the date format:
1. Press MENU in idle mode to enter the main menu.
2. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Settings**, then press SELECT.
3. 3.Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Date format**, then press SELECT.
4. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to choose **DD-MM-YY** or **MM-DD-YY**.
5. Press SELECT to save. You hear a confirmation tone.

AUTO ANSWER

This feature allows you to answer a call by lifting the handset off the base if you have set the Auto answer to **On**.

To reset the Auto answer:
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press ^{CALLS}▼ or ♨ to highlight **Settings**, then press SELECT.
3. Press ^{CALLS}▼ or ♨ to highlight **Auto answer**, then press SELECT.
4. Press ^{CALLS}▼ or ♨ to choose **On** or **Off**.
5. Press SELECT to save. You hear a confirmation tone.

RENAME HANDSET OR THE TELEPHONE BASE

You can change the name of each device. The new name of each device cannot exceed 11 characters.

To rename a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ^{CALLS}▼ or ♨ on the handset highlight **Rename handset**, then press SELECT. The screen displays **RENAME HANDSET**.
   OR
   Press ▼CALLS or ▲🕾 on the telephone base to highlight **Rename base**, then press SELECT. The screen displays **RENAME BASE**.
4. Use the dialling keys to edit the name.
5. Press ⌫ on the handset, or ✗ on the telephone base to erase a character.
   • *Press and hold* ⌫ on the handset, or ✗ on the telephone base to erase all characters.
   • Press ^{CALLS}▼ or ♨ on the handset to move the cursor to the left or right, or press ▼CALLS or ▲🕾 on the telephone base to move the cursor to the left or right.
6. Press SAVE. You hear a confirmation tone.

KEY TONE

The handset is set to beep with each key press. If you turn off the key tone, there are no beeps when you press keys.

To change the setting:
1. Press MENU in idle mode to enter the main menu.
2. Use ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to scroll to **Settings**, then press SELECT.
3. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to scroll to **Key tone**, then press SELECT.
4. Press ^{CALLS}▼ or ♨ on the handset, or press ▼CALLS or ▲🕾 on the telephone base to adjust the key tone volume. You hear a sample of each volume while adjusting. Press SET to save your preference.
   OR
   Press OFF to turn off, then press SET to save. You hear a confirmation tone.

FLASH (RECALL) TIME
The default flash time is suitable for your country and network operator. It is unlikely that you should need to change this setting unless advised to do so.

To reset the flash time:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to highlight **Flash time**, then press SELECT.
4. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to choose the desired flash time.
5. Press SELECT to save. You hear a confirmation tone.

CALLING NUMBER DISPLAY ANNOUNCE
The calling number display announce feature lets you know who's calling without having to look at the display. When you have an incoming call, the handset and/or base speaks *"Call from..."* and the name of the caller based on the phonebook or calling number display information. If the caller's name is private or unknown, the phone number up to the last 11 digits will be announced. If the caller's phone number is also private or unknown, no information will be announced.

To change the setting:
1. Press MENU on the handset or telephone base in idle mode to enter the main menu.
2. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to highlight **Annc Caller ID**, then press SELECT.
4. If you are changing the setting from the handset, press ᶜᴬᴸˢ or 🔥 to highlight **Handset**, **Base** or **Number only**, then press SELECT.
   OR
   If you are changing the setting from the telephone base, press ▼CALLS or ▲🔥 to highlight **Base** or **Number only**, then press SELECT.
5. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to choose **On** or **Off**, then press SET to save. You hear a confirmation tone.

Notes:
- To use the announce calling number display feature, you must subscribe to calling number display service from your telephone service provider.
- Provided that you select **On** under the **Handset/Base** menu, when the **Number only** is selected to be **On**, only the number of the calling number display will be announced from handset/base; while if **Number only** is selected to be **Off**, the name/number (based on the phonebook matching or calling number display information) will be announced. No information will be announced when you select **Off** under the **Handset/Base** menu.
- When there are up to 4 handsets registered, the telephone system supports announce calling number display announce for the telephone base and all handsets.
- This feature is not supported with headsets.
- This feature does not announce information for call waiting calls.
- If both home and mobile lines are ringing, only the calling number display information of the first ringing line will be announced.
- Calling number display announce is available in English only.
- It takes at least 2 rings for the phone to receive calling number display information and announce it. If the phone is answered before the end of the second ring, the phone won't have time to announce the caller's information.
- Pronunciation of names may vary with this feature. Not all names may be pronounced correctly.

RESET
You can use a handset or the telephone base to reset your Telstra 12850 to the default settings. After your resetting, all your personal settings and call list entries will be deleted, but your phonebook remains unchanged.

To reset the phone:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ᶜᴬᴸˢ or 🔥 on the handset, or press ▼CALLS or ▲🔥 on the telephone base to highlight **Reset**, then press SELECT.
4. The display shows **Reset to default settings?**
5. Press YES to confirm. You hear a confirmation tone.
   OR
   Press NO to cancel. The screen returns to the previous level.

TELSTRA NETWORK SERVICES*

*Subscription and / or usage charges may apply to use these services. Call 13 22 00 or visit telstra.com/homephone for more information.

CALLING NUMBER DISPLAY

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

Calling number display from the home line and mobile line allows you to see the name, number, date and time of the incoming calls. The calling number display may appear differently if the caller is matched to a phonebook entry (see **Memory match** on page 54).

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

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

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

Memory Match

If the incoming telephone number matches the last 7 digits of a telephone number in your phonebook, the name that appears on the screen matches the corresponding name in your phonebook.
For example, if Christine Smith calls, her name appears as **Chris** if this is how you entered it into your phonebook.

Note: The number you see on your calling number display is in the format sent by the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). If the last 7 digits of the incoming telephone number do not match a number in your phonebook, the name appears as it is delivered by the telephone service provider.

CALL LIST DISPLAY SCREEN MESSAGES

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

UNAVAILABLE	The caller's number is not available to the network.
PRIVATE	The caller has chosen to block their number.

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

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

View the call list

Review the Calling Number Display history to find out who called, to easily return a call, or to copy the caller's name and number into your phonebook. **Call log empty** appears if there are no records in the call list.

Using a handset:

1. When a handset is in idle mode, press ᶜᴬᴸˢ to review the calling number display history in reverse chronological order starting with the most recent call.
   OR
   You can also review the calling number display history by pressing MENU. Press ᶜᴬᴸˢ or 🖐 to scroll to **Call log**, then press SELECT.
2. Press ᶜᴬᴸˢ or 🖐 to highlight the desired line (home or mobile), then press VIEW.
3. Press ᶜᴬᴸˢ or 🖐 to browse.

Using the telephone base:

1. When the telephone base is in idle mode, press ▾ᶜᴬᴸˢ to review the calling number display history in reverse chronological order starting with the most recent call.
   OR
   You can also review the calling number display history by pressing MENU. Press ▾ᶜᴬᴸˢ or ▲ᴿᴰ to scroll to **Call log**, then press SELECT.
2. Press ▾ᶜᴬᴸˢ or ▲ᴿᴰ to highlight the desired line (home or mobile), then press VIEW.
3. Press ▾ᶜᴬᴸˢ or ▲ᴿᴰ to browse.

Note: Only one handset or the telephone base can review the calling number display history at a time. If another handset or the telephone base tries to enter the call list, it shows **Not available at this time**.

Dial a call list entry

Using a handset:

1. Search for the desired entry in the call list (see **View the call list** on page 55).
2. When the desired entry is displayed and is in the correct format for dialling, press 📞 or 🔊 to dial with the home line, or 📱 to dial with the mobile line.

Using the telephone base:

1. Search for the desired entry in the call list (see **View the call list** on page 55).
2. When the desired entry is displayed and is in the correct format for dialling, press 🅒 to dial with the home line. Press 🅑 to dial with the mobile line.

Save a call list entry to the phonebook

Call log entries can only be saved to the **Home** phonebook.

To save a call list entry:

Using a handset:

1. Select a desired entry in the call list (see **View the call list** on page 55).
2. When the number is in the correct format, press SAVE. The handset shows **EDIT NUMBER**.
3. Use the dialling keys to edit the number.
   - Press ⌫ to erase a digit.
   - *Press and hold* ⌫ to erase all digits.
   - Press ᶜᴬᴸˢ or 🖐 to move the cursor to the right or left.
   - *Press and hold* ⟲ to insert a dialling pause (a **P** appears).
4. Press NEXT.

5. Press ᶜᴬᴸᴸˢ or 📵 to highlight one of the following types:
   - Home
   - Mobile
   - Work
   - Other
6. Press NEXT. The handset displays **EDIT NAME**.
7. Use the dialling keys (see page 22) to edit the name.
   - Press ⌫ to erase a character.
   - *Press and hold* ⌫ to erase all characters.
   - Press ᶜᴬᴸᴸˢ or 📵 to move the cursor to the right or left.
   - Press ✳ to toggle the name order. For example, Robert Brown becomes Brown Robert when you press ✳.
8. Press SAVE to confirm and the handset shows **Saved**. You hear a confirmation tone.

Using the telephone base:
1. Select a desired entry in the call list (see **View the call list** on page 55).
2. When the number is in the correct format, press SAVE. The telephone base shows **EDIT NUMBER**.
3. Use the dialling keys to edit the number.
   - Press ✖ to erase a digit.
   - *Press and hold* ✖ to erase all digits.
   - Press ▼ᶜᴬᴸᴸˢ or ▲🕮 to move the cursor to the right or left.
   - *Press and hold* ○ (REDIAL/PAUSE) to insert a dialling pause (a P appears).
4. Press NEXT.
5. Press ▼ᶜᴬᴸᴸˢ or ▲🕮 to highlight one of the following types:
   - Home
   - Mobile
   - Work
   - Other
6. Press NEXT. The telephone base displays **EDIT NAME**.
7. Use the dialling keys (see page 22) to edit the name.
   - Press ✖ to erase a character.
   - *Press and hold* ✖ to erase all characters.
   - Press ▼ᶜᴬᴸᴸˢ or ▲🕮 to move the cursor to the left or right.
   - Press ✳ to toggle the name order. For example, Robert Brown becomes Brown Robert when you press ✳.
8. Press SAVE to confirm and the telephone base shows **Saved**. You hear a confirmation tone.

Notes:
- If the caller's name you received from the telephone service provider is in all capital letters, the first letter of every word remains a capital letter, while other letters become lowercase. However, the next letter after the prefix "Mac", "Mc", "D'", "C'" or "O'", is kept as a capital letter. For example, the "D" in "MacDonald" is kept as a capital letter. Another exception is that "VAN DER" will be changed to "Van der".
- When you try to save a call list entry without any calling number display information, the screen displays **Unable to save**.
- When you try to save a number already stored in the phonebook, the screen shows **Already saved**.

Delete from the call list

To delete a single entry:
1. Select a desired entry in the call list (see **View the call list** on page 55).
2. When the desired entry is displayed, press ⌫ on the handset or press ✖ on the telephone base. The screen shows the previous call list entry. You hear a confirmation tone.

To delete all entries:

Using a handset:
1. Press ᶜᴬᴸᴸˢ on the handset in idle mode.
   OR
   a) Press MENU on the handset in idle mode to enter the main menu.
   b) Press ᶜᴬᴸᴸˢ or 📵 to highlight **Call log**.
   c) Press SELECT.
2. Press ERASE. If you choose the home call list, the handset displays **Delete all Home Calls?** If you choose a mobile phone call list, the handset displays **Delete all Mobile phone A calls?** Press YES to confirm. You hear a confirmation tone.

Using the telephone base:
1. Press ᶜᴬᴸᴸˢ on the telephone base in idle mode.
   OR
   a) Press MENU on the telephone base in idle mode to enter the main menu.
   b) Press ▼ᶜᴬᴸᴸˢ or 📵 to highlight **Call log**.
   c) Press SELECT.
2. Press ERASE. If you choose the home call list, the telephone base displays **Delete all Home Calls?** If you choose a mobile phone call list, the telephone base displays **Delete all Mobile phone A calls?** Press YES to confirm. You hear a confirmation tone.

FLASHING MESSAGE INDICATOR (FMI)
The Telstra 12850 is designed to provide visual indication when a new message is left in your Telstra Home Messages 101® or MessageBank® service. To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 22 00. When a new message is left, **New voicemail** the ✉ icon will be displayed on the handsets and the telephone base. After you have listened to your message(s), the ✉ icon will disappear and the indicators on the handsets and the telephone base turn off automatically.

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

To reset the voicemail indicator:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ or 📵 on the handset, or press ▼ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Settings**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ or 📵 on the handset, or press ▼ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Display alerts**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ or 📵 on the handset, or press ▼ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Home line**, then press SELECT.
5. Press ᶜᴬᴸᴸˢ or 📵 on the handset, or press ▼ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Voicemail**, then press SELECT.
6. The screen displays **Reset voicemail indication?** Press YES to confirm. You hear a confirmation tone.

Notes:
- Your telephone service provider might alert you to new voicemail messages with a stutter (broken) dial tone. Contact your telephone service provider for more details.
- For more information about the difference between your answering system and voicemail, see page 65.

TELSTRA HOME MESSAGES 101® OR MESSAGEBANK®

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

To call Telstra Home Messages 101® or MessageBank®

Press ☎ or 🔊 on the handset, or press ⓒ on the telephone base, then dial 101.
OR
While the handset or telephone base is in idle mode, *press and hold* ①. The handset or the telephone base will dial 125101.
OR
Press ☎ or 🔊 on the handset, or press ⓒ on the telephone base, then *press and hold* ①.
The handset or telephone base will dial 125101.

CALL WAITING

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

1. *Press and hold* the ᴀʙᴄ2 button. 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* the ᴀʙᴄ2 button again.

3-WAY CHAT

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

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

1. Press ☎ on the handset, or ᴿᴱᶜᴬᴸᴸ on the telephone base you are currently using.
2. Dial the second phone number.
3. *Press and hold* ᴅᴇꜰ3 on the handset or telephone base to connect the 3-Way Chat after the second call answered.

To Split a 3-Way Chat or switch between callers

1. *Press and hold* ᴀʙᴄ2 .

TO ACCESS PRE-STORED TELSTRA NETWORK SERVICES

In idle, press MENU and then 📇/ᶜᴬᴸᴸˢ▾ on the handset or ▲🕮 / ▾ᶜᴬᴸᴸˢ on the telephone base to highlight **Info Services**, then press SELECT and 📇/ᶜᴬᴸᴸˢ▾ or ▲🕮 / ▾ᶜᴬᴸᴸˢ to access seven Telstra services number (non-user programmable)

C.W. On	(Turn Call Waiting on)
C.W. Off	(Turn Call Waiting off)
Chk Call Wait	(To check Call waiting status)
Call Return	(To use Call Return)
CF Imm. On	(Turn Call Forward Immediate on)
CF Imm. Off	(Turn Call Forward Immediate off)
Chk CF Imm.	(To check Call Forward Immediate)

TO CHECK OR TURN CALL WAIT ON/OFF

1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Info Services**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **C.W. On**, **C. W. Off** or **Chk Call Wait**.
4. Press ☎ or 🔊 on the handset, or press ⓒ on the telephone base to call the number.

TO USE CALL RETURN

1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Info Services**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Call Return**.
4. Press ☎ or 🔊 on the handset, or press ⓒ on the telephone base to call the number.

TO TURN CALL FORWARD IMMEDIATE ON

1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Info Services**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **CF Imm. On**, then press SELECT.
4. Enter the forward number.
5. Press ☎ or 🔊 on the handset, or press ⓒ on the telephone base to call the number.

TO CHECK OR TURN CALL FORWARD IMMEDIATE OFF

1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **Info Services**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 📇 on the handset, or press ▾ᶜᴬᴸᴸˢ or ▲🕮 on the telephone base to highlight **CF Imm. Off** or **Chk CF Imm**.
4. Press ☎ or 🔊 on the handset, or press ⓒ on the telephone base to call the number.

ANSWERING MACHINE

The answering system can record and store up to 99 messages. Each message can be up to 3 minutes in length depending on the message length set (see **RECORDING TIME** on page 65). The total storage capacity for the outgoing message, messages and memos is approximately 30 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

ANSWER ON/OFF

If you turn the answering system on, it answers calls and records messages only on the home line. If your paired mobile phone has voicemail, callers can leave messages with that voicemail service.

If your answering system is turned off and you change any of its settings, the answering system automatically turns on again and the screen displays **Calls will be answered**. When the answering system is turned on, the ⏻/**ANS ON** light on the telephone base turns on and both the base and handset screens display **ANS ON**.

To turn the answering system on or off:
Using the telephone base:
Press ⏻ to turn the answering system on or off. When the answering system is turned on, it announces, *"Calls will be answered."* The telephone base screen displays **Calls will be answered.** When the answering system is turned off, it announces, *"Calls will not be answered."* The telephone base screen displays **Calls will not be answered.**
OR
1. Press MENU on the telephone base in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 🔖 to highlight **Answering sys**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 🔖 to highlight **Answer ON/OFF**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ▾ or 🔖 to highlight **On** or **Off**, then press SET to save. You hear a confirmation tone.

Notes:
- If there is no remaining recording time, the answering system announces *"Calls will not be answered."* and cannot be turned on.
- If the total remaining recording time is less than three minutes, the answering system announces *"Less than three minutes to record."* and your screens display **TAM low**.
- If the answering system is off, you may press ⏻ on the telephone base to turn on the answering system during an incoming call. The answering system answers the call immediately if there is remaining time.

Using a handset:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 🔖 to highlight **Answering sys**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 🔖 to highlight **Answer ON/OFF**, then press SELECT.
4. Press ᶜᴬᴸᴸˢ▾ or 🔖 to highlight **On** or **Off**, then press SET to save. You hear a confirmation tone.

OUTGOING MESSAGE

An outgoing message is the greeting callers hear when calls are answered by the answering system.

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

Play your outgoing message
Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 🔖 on the handset, or ▾ᶜᴬᴸᴸˢ or ▲RD on the telephone base to highlight **Answering sys**, then press SELECT.
3. Press SELECT again to select **Outgoing msg**.
4. The screen displays **OUTGOING MSG** and announces *"Announcement, press PLAY or press RECORD."* Press PLAY.

Record your own outgoing message
Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 🔖 on the handset or ▾ᶜᴬᴸᴸˢ or ▲RD on the telephone base to scroll to **Answering sys**, then press SELECT.
3. Press SELECT again to select **Outgoing msg**.
4. The screen displays **OUTGOING MSG.** The telephone announces, *"Announcement, press PLAY or press RECORD."* Press RECORD.
5. The telephone announces, *"Record after the tone. Press STOP when you are done."* After the tone, speak towards the microphone of the handset or telephone base.
6. Press STOP when you finish recording.
7. The telephone automatically plays back the newly recorded Outgoing message. Press STOP to stop the playback at any time. After the Outgoing message playback, press PLAY to replay the recorded Outgoing message, or RECORD to record again if desired.

Notes:
- Your Outgoing message can be up to 90 seconds in length.
- Outgoing messages shorter than 2 seconds are not recorded.

Delete your outgoing message
Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 🔖 on the handset, or ▾ᶜᴬᴸᴸˢ or ▲RD on the telephone base to scroll to **Answering sys**, then press SELECT.
3. Press SELECT again to select **Outgoing msg**.
4. The screen displays **OUTGOING MSG.** Press PLAY to play the outgoing message.
5. While the outgoing message is playing, press DELETE, ⌫ or ✳ on your handset or telephone base to delete your own recorded outgoing message. The handset displays **Reset Outgoing msg to default?** Press YES to confirm. You hear a confirmation tone.

MESSAGE PLAYBACK

If you have both new and old messages, you can play either new or old messages. The calling number display information displays on the screens when you play messages and you can call back the caller.

When playback begins, the handset and telephone base screens display the message status, calling number display information, and time and date of the message recorded. You hear the total number of messages followed by the day and time of the message. After the last message, the telephone announces, *"End of messages."* and the screen displays **End of messages**.

To listen to messages with the telephone base:
Press ▷❑ to listen to messages. If you have either new or old messages, the messages play automatically. If you have both new and old messages:
- To play new messages, press ▷❑ or SELECT to select **Play new msgs**.
- To play old messages, press ▾ᶜᴬᴸᴸˢ or ▲RD to highlight **Play old msgs**, then press ▷❑ or SELECT.
OR
1. Press MENU in idle mode.
2. Press SELECT to select **Play messages**. If you have either new or old messages, the messages play automatically. If you have both new and old messages:
   - To play new messages, press SELECT to select **Play new msgs**.
   - To play old messages, press ▾ᶜᴬᴸᴸˢ or ▲RD to highlight **Play old msgs**, then press SELECT.
   When the handset is playing a message, its screen shows **[2]-Call info** and the caller's name or number. If the caller's information is unavailable, the handset shows **No caller info**.

Options during playback:
- Press **VOLUME** ▲/▼ to adjust the speaker volume.
- Press ▷ or SKIP to skip to the next message.
- Press ◁ or REPEAT to repeat the message currently playing. Press ◁ or REPEAT twice to listen to the previous message.
- Press ✕ to delete the current message. The system advances to the next message.
- Press ᴬᴮᴄ2 to pause the playback and show the calling number display information.
  - › Press ☎ or DIAL to use the home line, or press 📱 to use the mobile line to call back the caller.
  - › Press CANCEL or BACK to restart the playback. If you do not call back within 10 seconds, message playback restarts.
  - › Press ☎ or 📱 to pause the message playback. The telephone base screen displays **Call back?** with the calling number display information. Press YES to call back the caller, or NO to restart the message playback.
- Press ▷/▢ or CANCEL to stop.

To listen to messages with a handset:
1. Press MENU in idle mode.
2. Press SELECT to select **Play messages**. If you have either new or old messages, the messages play automatically. If you have both new and old messages:
   - To play new messages, press SELECT to select **Play new msgs**.
   - To play old messages, press ᴄᴬᴸᴸˢ▼ or 📖 to highlight **Play old msgs**, then press SELECT.
   When the handset is playing a message, its screen shows **[2]-Call info** and the caller's name or number. If the caller's information is unavailable, the handset shows **No caller info**.

Options during playback:
- Press 🔉 button to adjust the message playback audio quality.
- Press 📢 to play the messages through the handset earpiece. Press 📢 again to return to playing messages though the speakerphone.
- Press 📖/ᴄᴬᴸᴸˢ▼ to adjust the speakerphone volume.
- Press SKIP to skip to the next message.
- Press REPEAT to repeat the message currently playing. Press REPEAT twice to listen to the previous message.
- Press ✎ to delete the current message. The handset displays **Message deleted** briefly and the system advances to the next message.
- Press ᴬᴮᴄ2 to pause the playback and show the calling number display information.
  - › Press ☎, DIAL or 📢 to use the home line, or press 📱 to use the mobile line to call back the caller.
  - › Press ⟲ or BACK to restart the playback. If you do not call back within 10 seconds, message playback restarts.
  - › Press ☎ or 📱 to pause the message playback. The handset displays **Call back?** with the calling number display information. Press YES to call back the caller, or NO to restart the message playback.
- Press ⟲ to stop.

Notes:
- When the answering system has less than three minutes of recording time left, it announces, *"Less than three minutes to record."* and the screens display **TAM low**.
- When the telephone is not in use, if **F** and the number of messages are flashing alternately in the message window, or the screen display **TAM full**, the memory is full. Delete some messages to make room for more.

DELETE ALL OLD MESSAGES

Using the telephone base:
Press ✕ when the phone is not in use. The telephone announces, *"To delete all old messages, press DELETE again."* Press ✕ again. All previously reviewed messages are erased and the telephone announces, *"All old messages deleted."*

Using a handset or the telephone base:
1. Press MENU idle mode to enter the main menu.
2. Press ᴄᴬᴸᴸˢ▼ or 📖 on the handset or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to highlight **Answering sys**, then press SELECT.
3. Press ᴄᴬᴸᴸˢ▼ or 📖 on the handset or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to highlight **Delete all old**, then press SELECT.
4. The screen displays **Delete all old messages?** Then press YES to confirm.
5. The screen displays **Deleting...** and then **All old messages deleted!** You hear a confirmation tone.

Note: You can only delete old messages, which are messages you have previously reviewed.

RECORD AND PLAY MEMOS

Memos are messages you record as reminders for yourself or others using the same answering system. You can record your own memos using a system handset or the base. Play and delete them the same way as incoming messages.

To record a memo:

Using a handset or the telephone base:
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press ᴄᴬᴸᴸˢ▼ or 📖 on the handset, or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to highlight **Answering sys**, then press SELECT.
3. Press ᴄᴬᴸᴸˢ▼ or 📖 on the handset, or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to highlight **Record memo**, then press SELECT.
4. The system announces, *"Record after the tone. Press STOP when you are done."* After the tone, speak towards the handset or telephone base.
5. Press STOP when you finish recording. The handset announces, *"Recorded."* and then returns to the previous menu.

Notes:
- The system announces *"Memory is full,"* if you attempt to record a memo when the memory is full.
- Each memo can be up to 4 minutes in length.
- Memos shorter than 2 seconds are not recorded.

ANSWERING MACHINE SETTINGS

In the answering system setup menu, you can change the settings for call screening, number of rings, remote access code, message alert tone and recording time.

CALL SCREENING

The call screening feature lets you listen at the telephone base to a caller leaving a message. While monitoring an incoming message, you can answer the call by pressing ☎ or 📢 on the handset, or pressing ☎ on the telephone base.

To turn call screening on or off:

Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Use ᴄᴬᴸᴸˢ▼ or 📖 on the handset or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to scroll to **Answering sys**, then press SELECT.
3. Use ᴄᴬᴸᴸˢ▼ or 📖 on the handset, or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to scroll to **Ans sys setup**, then press SELECT twice to select **Call screening**.
4. Press ᴄᴬᴸᴸˢ▼ or 📖 on the handset, or ▼ᴄᴬᴸᴸˢ or ▲📖 on the telephone base to choose between **On** and **Off**, then press SET to save. You hear a confirmation tone.

Note: For more information on call screening, see page 66.

NUMBER OF RINGS

When the answering system is turned on, it answers all incoming home calls after the number of rings set. You can choose from 2, 3, 4, 5, or 6 rings; or time saver. With time saver selected, the answering system answers after 2 rings when you have new messages, and after 4 rings when you have no new messages. This enables you to check for new messages and avoid paying unnecessary long distance charges if you are calling from out of your local area.

To set the number of rings:

Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to highlight **Answering sys**, then press SELECT.
3. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to highlight **Ans sys setup**, then press SELECT.
4. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to highlight **# of rings**, then press SELECT.
5. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to choose from **6**, **5**, **4**, **3**, **2** or **Time saver**, then press SET to save. You hear a confirmation tone.

Note: If you set the number of rings for the answering system as 2 or 3 rings, the calling number display announce feature may not have enough time to announce the caller's full information.

REMOTE ACCESS CODE

A 2-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **00**. You can change the code to any number from **00** to **99**.

To change the remote access code:

Using a handset or the telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Use CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to scroll to **Answering sys**, then press SELECT.
3. Use CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to scroll to **Ans sys setup**, then press SELECT.
4. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to scroll to **Remote code**, then press SELECT.
5. Use the dialling keys (**0-9**) to enter a 2-digit number from **00-99**.
   • Press 🔙 on handset, or ✕ on the telephone base to erase a digit.
   • *Press and hold* 🔙 on the handset or ✕ on the telephone base to erase all digits.
   • Press CALLS▾ or 👤 on the handset or ▾CALLS or ▲RD on the telephone base to move the cursor to the right or left.
   Press SET to save. You hear a confirmation tone.

MESSAGE ALERT TONE

When the message alert tone is set to **On**, the telephone base beeps every 10 seconds to alert you to new messages. The tone stops when all new messages have been reviewed.

To change the setting:

Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Use CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to scroll to **Answering sys**, then press SELECT.

3. Use CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to scroll to **Ans sys setup**, then press SELECT.
4. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to scroll to **Msg alert tone**, then press SELECT.
5. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to choose between **On** and **Off**, then press SET to save your setting. You hear a confirmation tone.

Notes:
• You cannot set the message alert tone when another handset or the telephone base is accessing the answering system.
• The message alert tone beeps only if all the conditions below are met.
  › Answering system is on.
  › Message alert tone setting is on.
  › There are new messages.

Temporarily turning off the message alert tone
Pressing any telephone base key (except 🔅 and ✕) temporarily silences the message alert tone. The message alert tone plays with the next incoming message.

RECORDING TIME

You can set the recording time limit for each incoming message.

To change the setting:

Using a handset or telephone base:
1. Press MENU in idle mode to enter the main menu.
2. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to highlight **Answering sys**, then press SELECT.
3. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to highlight **Ans sys setup**, then press SELECT.
4. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to highlight **Recording time**, then press SELECT.
5. Press CALLS▾ or 👤 on the handset, or ▾CALLS or ▲RD on the telephone base to choose from **3 minutes**, **2 minutes**, or **1 minute**, then press SET to save. You hear a confirmation tone.

ANSWERING SYSTEM AND VOICEMAIL

Your telephone has separate indicators for two different types of voice messages: those recorded on its built-in answering system and those recorded in your service provider's voicemail (fees may apply). Your telephone's built-in answering system messages and voicemail messages are separate. Each alerts you to new messages differently.

If 📼 and **XX New messages** display on the telephone base and handsets, there are new messages in the built-in answering system. To listen to messages recorded on your digital answering system, press ▷□ on the telephone base. To listen to messages with a handset, see **To listen to messages with a handset** on page 62.

If ✉ and **New voicemail** display on telephone base and handsets, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, you typically dial an access number provided by your telephone service provider, followed by a security code or PIN.

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

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

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

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

Message capacity
The answering system can record and store up to 99 messages. Each message can be up to 3 minutes in length depending on the message length set (see **RECORDING TIME** on page 65). The total storage capacity for the outgoing message, messages and memos is approximately 30 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

Voice prompts
The system provides voice prompts to guide you through the setup procedures at the telephone base, message playback, remote access and recording outgoing messages.

Call screening at the telephone base or handset

To screen calls at the telephone base:
If the answering system and call screening are on (see **CALL SCREENING** on page 63), the outgoing message and the incoming message broadcast at the telephone base when a call is answered by the answering system.
Options while a message is being recorded:
• Press **VOLUME ▲/▼** on the telephone base to adjust the call screening volume.
• Press ▷/▢ or SILENCE to temporarily turn off the call screening.
• Press ▷/▢ or SCREEN to temporarily turn on the call screening if call screening is set to off.

To screen calls at the handset:
If the answering system is on and your answering system is recording a message, press SCREEN to screen the call on your handset and the screen displays the calling number display information. If you do not subscribe to calling number display service, the handset shows **Home Incoming call**.

Note: The call screening setting on the base does not affect the call screening on the handset.

Call intercept
When a caller is leaving a message on your answering system, you can stop recording and talk to the caller by pressing 📞 or 🔊 on the handset, or pressing 📞 on the telephone base.

REMOTE ACCESS
You can access the answering system remotely by dialling your home telephone number from any touch-tone telephone.

To remotely access the answering system
1. Dial your telephone number from any touch-tone telephone.
2. When the system plays your outgoing message, enter the 2-digit remote access code (**00** is the preset code, see page 64 to change it).
3. You can also enter the remote commands (see **Remote commands** below).
4. Hang up or press **8** to end the call and save all undeleted messages.

Remote commands

1	Press to listen to all messages.
2	Press to listen to new messages only.
3	Press to delete the current message (during playback).
3 3	Press twice to delete all old messages.
4	Press to repeat the current message (during playback).
4 4	Press to repeat the current message (during playback).
5	Press to stop.
* 5	Press to listen to a list of remote commands.
6	Press to skip to the next message (during playback).
* 7	Press to record a new outgoing message.
8	Press to hang up the call.
0	Press to turn the answering system on or off.

Notes:
• If you do not press any keys after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
• Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
• When the answering system is turned off, the telephone answers after 10 rings, and announces, *"Please enter your remote access code."*
• When the memory is full, the answering system answers incoming calls after 10 rings and announces, *"Memory is full. Enter the remote access code."*

ADDITIONAL HANDSETS
(MULTI HANDSET PACKS ONLY)

TRANSFER A CALL

While on an outside call, you can transfer the call from one device to another.

1. Press OPTION, then press SELECT to highlight **Transfer** and press SELECT.
   - Your handset or the telephone base displays **TRANSFER TO:** and a list of registered devices.
   - Press ᶜᴬᴸᴸˢ or 👥 on the handset or ▼CALLS or ▲RD on the telephone base to highlight the destination device and then press SELECT.

   Your handset or telephone base displays **Transferring call to HANDSET X, Transferring call to BASE 0** or **Transferring call to all...** when you choose **Group**. The destination device(s) rings.
2. Your handset or telephone base displays **Call transferred** when the other device picks up the call. You hear a confirmation tone.

Note: If the destination device does not answer within 30 seconds, the caller device displays **No response to transfer** and rings. If the caller device does not answer the call on hold within 30 seconds, the call will end automatically.

JOIN A CALL IN PROGRESS

Another handset can join you on an outside call. That call continues until all people hang up. You can share an outside call with telephone base and up to 3 system handsets.

Using a handset:
Press 📞 or 🔊 on another handset to join the call.

Using the telephone base:
Press 🔊 on telephone base to join the call.

INTERCOM

Use the intercom feature for conversations between two handsets, or a handset and the telephone base.
You can buy additional expansion handsets for this telephone system. You can register up to 4 handsets to the telephone base.

Initiate an intercom call

Using a handset:
1. Press MENU on the handset in idle mode.
2. Press ᶜᴬᴸᴸˢ or 👥 to highlight **Intercom**, then press SELECT.
   - Your handset displays **INTERCOM** and a list of devices.
     > Press ᶜᴬᴸᴸˢ or 👥 to highlight a destination device and then press SELECT. Your handset displays **Calling HANDSET X**, **Calling BASE 0** or **Calling all devices**.
     OR
     > Press **0** for BASE 0, **1-4** for handset 1-4. Your handset displays **Calling HANDSET X** or **Calling BASE 0**, or **Calling all devices**. The other device rings and displays **HANDSET X is calling**.
     OR
     > Press ✱ and then # to call all devices.
   The destination device(s) rings and displays **HANDSET X is calling**, or **HANDSET X is calling all**.

Using the telephone base:
1. Press MENU on the telephone base in idle mode.
2. Press ▼CALLS or ▲RD to highlight **Intercom**, then press SELECT.
   - The telephone base displays **INTERCOM** and a list of registered handsets.
     > Press ▼CALLS or ▲RD to highlight a destination handset or **All handsets**, and then press SELECT.
     OR
     > Press **1-4** for handset 1-4.
     OR
     > Press ✱ and then # to call all handsets.

The telephone base displays **Calling HANDSET X**, or **Calling all handsets**. The destination handset(s) rings and displays **BASE 0 is calling**.

To answer an intercom call at the destination device:
Press 📞 or 🔊 on the destination handset, or press 🔊 on the telephone base. Both screens show **Intercom**.

To silence an intercom call:
Press 📵, 🔇 or SILENCE on the destination handset, or press (MUTE) or SILENCE on the telephone base. The screen displays **Ringer muted** for a few seconds.

To mute while on an intercom call:
Press 🔇 on the handset, or (MUTE) on the telephone base. The screen displays **Microphone off** for a few seconds.

To end an intercom call at the destination handset:
Press 📵, END or place either handset back in the telephone base or charger. Both screens display **Intercom ended**.

To end an intercom call at the telephone base:
Press END or (CANCEL). Both screens display **Intercom ended**.

Notes:
- You can cancel the intercom call before it is answered by pressing (CANCEL) or END on the telephone base, or pressing 📵 or END on your originating handset.
- If you are calling all devices, only the first handset to pick up can answer the intercom call.
- If the destination device does not answer the intercom call within 100 seconds, is in the phonebook or call list, or is out of range, the initiating device displays **No answer. Try again.**

ANSWER AN INCOMING CALL DURING AN INTERCOM CALL

When you receive an incoming home call during an intercom call, the two handsets on the intercom call hear an alert tone, and their screens display **Home Incoming call** and then the calling number display. The telephone base and all other handsets ring.

To answer a home call during an intercom call:

Using a handset:
- Press 📞 to answer the home call. The intercom call ends automatically.
- Press 📵 to end the intercom call without answering the incoming call. The telephone continues to ring.

Using the telephone base:
- Press 🔊 to answer the home call and the intercom call ends automatically.
- Press (CANCEL) to end the intercom call without answering the incoming call. The telephone continues to ring.

To answer a mobile call during an intercom call:
When you receive an incoming mobile call during an intercom call, the two handsets on the intercom call hear an alert tone, and their screens display **Mobile Incoming call** and then the calling number display. The telephone base rings and all other handsets ring.

Using a handset:
- Press 📱 to answer the mobile call and the intercom call ends automatically.
- Press 📵 to end the intercom call without answering the incoming call. The telephone continues to ring.

Using the telephone base:
• Press ⑧ to answer the mobile call. The intercom call ends automatically.
• Press ⌨CANCEL to end the intercom call without answering the incoming call. The telephone continues to ring.

CALL TRANSFER USING INTERCOM
Use the intercom feature to transfer an outside call to another system handset or the telephone base.

To transfer an outside call:

Using a handset:
1. When on an outside call, press OPTION.
2. Press ᶜᴬᴸᴸˢ▾ or 📷 to highlight **Intercom**, then press SELECT.
   • Your handset displays **INTERCOM** plus a list of devices.
     > Press ᶜᴬᴸᴸˢ▾ or 📷 to highlight a destination device and then press SELECT.
     OR
     > Press **0** for BASE 0, **1-4** for handset 1-4.
     OR
     > Press ✳ and then # to call all devices.

   The call is automatically put on hold. Your handset displays **Calling HANDSET X**, **Calling BASE 0** or **Calling all devices**. The destination device rings and displays **HANDSET X is calling** or **Other handset is calling**, or **HANDSET X is calling all**.
3. To answer the call on the other device, press 📞 or ◉ on the handset, or press ☎ on the telephone base. The outside call is still on hold and both devices now show **Intercom**.
4. From this intercom call, you have the following options:
   • You can transfer the call. Press OPTION and then press SELECT to select **Transfer** on the calling handset. Your screen shows **Call transferred**. The other device automatically connects to the outside call.
   • You can let the other device join you on the outside call in a 3-way conversation. Press OPTION, highlight **Share call**, and press SELECT.
   • You can end the intercom call and continue the outside call with your handset. Press 📞 or 📱 on your handset.
   • You can press 🔚 or END to hang up the intercom call (the outside call will automatically go off hold and reconnect with your handset).

Notes:
• If you want to cancel an intercom call and reconnect to the outside call before the destination handset answers, press 🔚 or END on the originating handset.
• If the other handset does not answer the intercom call within 100 seconds, or if the other handset is in the phonebook or call list, or is out of range, the calling handset shows **No answer. Try again.** and returns to the outside call.

Using the telephone base:
1. When on an outside call, press OPTION.
2. Press ▾CALLS or ▲ℝℚ to highlight **Intercom**, then press SELECT.
   • Your screen displays **INTERCOM** plus a list of handsets.
     > Press ▾CALLS or ▲ℝℚ to highlight a destination handset or **All handsets** and then press SELECT.
     OR
     > Press **1-4** for handset 1-4.
     OR
     > Press ✳ and then # to call all handsets.
   The call is automatically put on hold. The telephone base displays **Calling HANDSET X** or **Calling all handsets**. The destination handset(s) rings and displays **BASE 0 is calling** or **BASE 0 is calling all**.

3. To answer the call on any destination handset, press 📞. The outside call is still on hold while both the handset and the telephone base now show **Intercom**. You can now have a private conversation between the handset and the telephone base.
4. From this intercom call, you have the following options:
   • You can transfer the call. Press OPTION and then SELECT to select **Transfer** on the telephone base. The telephone base displays **Call transferred**. The destination handset automatically connects to the outside call.
   • You can let the handset join you on the outside call in a 3-way conversation. Press OPTION, highlight **Share call**, and press SELECT.
   • You can end the intercom call and continue the outside call on the telephone base. Press 🔚 or END on the telephone base. The destination handset displays **Intercom ended**.
   • You can press 🔚 or END to hang up the intercom call (the outside call will automatically go off hold and reconnect with your telephone base).

Notes:
• To cancel the transfer and return to the external call before the intercom call is answered, press 🔚CANCEL on the telephone base.
• If the other handset does not answer the intercom call within 100 seconds, or if the other handset is in the phonebook or call list, or is out of range, the calling handset shows **No answer. Try again.** and returns to the outside call.

REGISTRATION
Your handset and telephone base is pre-registered. If for some reason, the handset is not registered to the telephone base, **Press and hold PAGE button on BASE** will be displayed on the handset screen, register your handset according to the following procedure.

To register a cordless headset to this telephone system, please refer to the User Guide of the cordless headset for more details.

Easy registration for additional handset
1. Make sure the handset is out of the telephone base or charger and shows **Press and hold PAGE button on BASE** before you begin registration.
2. *Press and hold* ☎ on the telephone base for around 4 seconds until the telephone base displays **Registering... Please wait**, and then put the handset you wish to register on the telephone base cradle, not the charger, when it shows **Put handset on BASE to register**.
3. The handset displays **Registering handset...**, and the telephone base screen displays **Registering... Please wait.** It takes about 90 seconds to complete the registration process. The screens display **HANDSET X Registered** (**X** represents the registered handset number assigned automatically), and beeps when registration completes.
   If registration fails, the system will automatically try to register again. If it fails after the third try, the handset displays **Registration failed**, then **Put handset on BASE to register**. The telephone base screen displays **Registration failed** and then returns to the idle screen. This may take up to 5 minutes to occur. When the handset displays **Put handset on BASE to register**, please start again from Step 1 above.

Register an additional handset through the menu
1. Press MENU on the handset in idle mode to enter the main menu.
2. Press ᶜᴬᴸᴸˢ▾ or 📷 to highlight **Settings**, then press SELECT.
3. Press ᶜᴬᴸᴸˢ▾ or 📷 to highlight **Register**, then press SELECT.
4. The display will show **Press and hold PAGE button on BASE**.
5. *Press and hold* ☎ on the telephone base for around 4 seconds until the telephone base displays **Registering... Please wait**, the handset display will show **Registering handset...**.
6. The handset will return to idle mode if the registration is successful.

If registration fails, please try again from step 1 or follow the easy registration procedure as above.

Notes:
- Additional handsets are assigned numbers in the sequential order they are registered.
- You cannot register a handset if any other system handset is in use.
- If you try to register more than 4 handsets to the telephone base, the telephone base shows **Registration slots are full** and sounds 2 beeps.

DEREGISTER HANDSETS

If you want to replace a handset or reassign the designated handset number of a registered handset, you must deregister all the handsets and then individually register each handset again.

To make deregistration easier, read all of the instructions on this page before you begin.

To deregister all handsets:
1. Make sure that all handsets are out of the telephone base and chargers before you begin deregistration.
2. *Press and hold* ☏ on the telephone base for about 10 seconds. The telephone base shows **Registering... Please wait** for 5 seconds, then it shows **Deregister all devices?** Release ☏.
3. Quickly press ☏ again or press YES. You must press ☏ or YES within 5 seconds. If the telephone base returns to the idle screen, start again with Step 1 above.
4. The telephone base shows **Please wait...** and then returns to the idle screen. All system handsets show **Press and hold PAGE button on BASE** then **Put handset on BASE to register** and you hear a confirmation tone when the deregistration completes. The deregistration process takes about 10 seconds to complete.
5. After deregistering, register each handset again individually. See **REGISTRATION** on page 71.

Notes:
- If the deregistration process fails, you may need to reset the system and try again. To reset, unplug the power from the telephone base and plug it back in.
- You cannot deregister the handsets if any other system handset is in use.
- Even if the battery is depleted, you can still deregister the handsets by following the steps above.
- If in Step 2 above you already have 4 registered handsets, the telephone base shows **Registration slots are full** and sounds 2 beeps. Continue holding ☏ until **Deregister all devices?** displays.

I cannot pair my mobile phone to the telephone base.
- Make sure you have mobile coverage.
- Make sure your mobile phone is compatible with your Tetra 12850.
- Make sure the Bluetooth function of your mobile phone is turned on. See the User Guide of your mobile phone for more information.
- Make sure that you set your mobile phone to search for devices.
- If the Telstra 12850 is in your mobile phone device history list, delete it and try pairing again.
- Carefully follow the pairing instructions on page 24 and make sure that your mobile phone is not connected to any other Bluetooth device.
- Turn off your mobile phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I cannot pair my headset to the telephone base.
- Make sure that your Bluetooth headset is in discoverable mode when pairing with the telephone base. See the User Guide of your headset for more information on how to set your headset to discoverable mode.
- Make sure your headset is compatible with your Telstra 12850.
- Carefully follow the pairing instructions on page 24 and make sure that your headset is not connected to any other Bluetooth device.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I cannot connect my mobile phone with the telephone base.
- Make sure that the Bluetooth function of your mobile phone is turned on. See the User Guide of your mobile phone for more information.
- Make sure that your Bluetooth mobile phone is not connected to any other Bluetooth device.
- Turn off your mobile phone, then turn it on again.
- Make sure that your mobile phone is on the active devices list.
- For some mobile phones, you must authorise the Telstra 12850 device in your mobile phone's Bluetooth feature. See the User Guide of your mobile phone for more information.
- Manually connect your mobile phone to the Telstra 12850. Refer to the User Guide of your mobile phone for more information.

I cannot connect my headset with the telephone base.
- Make sure that your Bluetooth headset is not connected to any other Bluetooth device.
- Make sure that your headset is on the active devices list.

I cannot put my headset in discoverable mode.
- Refer to the User Guide of your headset for information on how to set your headset to discoverable mode.
- Make sure that the headset is not connected to any other Bluetooth device in order to successfully pair and connect to the telephone base.
- Carefully follow the pairing process on page 24.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I don't know how to search for or add new devices on my mobile phone.
- Most mobile phones have the Bluetooth feature in the connection or setup menus. Please refer to the User Guide of your mobile phone.
- In general, press the menu key on your mobile phone, then look for the Bluetooth menu in the settings or connection menu. In the Bluetooth menu, select the option to search for or add new devices.

My mobile phone disconnects with the telephone base.
- Turn off your mobile phone, then turn it on again.
- Make sure that you are not using your mobile phone when on a mobile call.

My mobile phone is connected to the telephone base, but I cannot make a mobile call.
- Make sure that your mobile phone is not in use when you are trying to make a mobile call.
- For some smartphones, make sure that the mobile function is turned on.

Bluetooth system busy appears on the display.
- Make sure that your mobile phone is not in use when connected and on the active devices list.
- Make sure that your mobile phone or headset is not connected to any other Bluetooth device. Telstra 12850 can only use one Bluetooth device at a time.

The PIN on the telephone base does not work.
- The default PIN is **0000**.
- If you have changed the PIN, it will appear on the telephone base in the pairing process.

I cannot hear any audio on my telephone system when on a mobile call.
- Make sure that your mobile phone's volume is not too low or muted.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in.
- Turn off your mobile phone, then turn it on again.

The listening volume of my mobile call is too loud or quiet.
- During a mobile call, if the listening volume is too loud or quiet, try changing the volume on your mobile phone. On some mobile phones, changing the volume on the mobile phone effects your mobile call volume on the Telstra 12850.

I cannot download contacts from my mobile phone to my Telstra 12850.
- Make sure that your mobile phone is paired and connected to the base.
- Make sure you place your mobile phone next to the base while downloading.
- If your mobile phone does not support the download, you can send the phonebook from your mobile phone. The system can receive the phonebook automatically. See the User Guide of your mobile phone for more information.

I see duplicate entries in my downloaded phonebook.
- If you see duplicate phonebook entries, you can delete them manually. Another option is to download again either your SIM card or phone memory, but not both.

Some of my mobile phone contacts were not imported to my Telstra 12850.
- Try copying the contacts from your SIM card to your mobile phone memory first, then download from your phone memory. If that doesn't work, try copying the contacts from your mobile phone memory to your SIM card, then download from your SIM card. For more information on how to transfer contacts between your SIM card and your phone memory, refer to the User Guide of your mobile phone.

Can the Telstra 12850 help the poor mobile phone reception in my house?
- If your mobile phone has poor reception in your home, the Telstra 12850 cannot improve the reception. However, if you have a location in your house with better reception, you can leave your mobile phone in that location while you use Telstra 12850 mobile line. In order for this to work, the mobile phone must be within 9 metres of the telephone base for optimal performance.

The listening volume of my mobile call is too loud or quiet.
- During a mobile call, if the listening volume is too loud or quiet, try changing the volume on your mobile phone. On some mobile phones, changing the volume on the mobile phone effects your mobile call volume on the Telstra 12850 handset.

My phone doesn't work at all.
- Make sure the power cord is securely plugged in.
- Make sure that the battery connector is securely plugged into the handset.
- Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall socket.
- Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.
- If the battery is depleted, charge the handset for at least 30 minutes before you use it. Refer to page 11 for details.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- You may need to purchase a new battery. Please refer to **BATTERY PERFORMANCE** (page 11) in this User Guide.

I cannot get a dial tone.
- First try all the suggestions above.
- Move the handset closer to the telephone base. You might have moved out of range.
- Disconnect the telephone base from the telephone socket and connect to a different phone. If there is no dial tone on that phone either, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- Your line cord may be defective. Install a new telephone line cord.

I cannot dial out.
- Try all the suggestions in **I cannot get a dial tone** on page 75.
- Make sure you have a dial tone before dialling. The handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialling.
- Eliminate any background noise. Noise from a television, radio or other appliances may cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the handset before dialling, or dialling from another room in your home with less background noise.
- Disconnect the telephone base from the telephone wall socket and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

My handset isn't performing normally.
- Make sure the power cord is securely plugged into the telephone base. Plug the power adaptor into a different working electrical outlet not controlled by a wall switch.
- Move the handset closer to the telephone base. You might have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

The handset registration is unsuccessful.
Follow the steps below to register the handset again.
1. Make sure the handset is out of the telephone base or charger and shows **Press and hold PAGE button on BASE** before you begin registration.
2. *Press and hold* ☏ on the telephone base for around 4 seconds until the telephone base displays **Registering... Please wait**, and then put the handset you wish to register on the telephone base cradle, not the charger.
3. The handset displays **Registering handset...**, and the telephone base screen displays **Registering... Please wait.** It takes about 90 seconds to complete the registration process. The handset displays **HANDSET X Registered** (**X** represents the registered handset number), and beeps when registration completes.
   Refer to **REGISTRATION** on page 71 for details.

Out of range OR no power at base appears on my handset.
- Ensure that the telephone base is powered up.
- Place the handset in the telephone base for one minute to allow the handset and base to synchronize.
- Move the handset closer to the telephone base. You might have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

The batteries do not hold a charge.
- If the handset is in the charger and the charge light does not come on, refer to **The charge light is off** (page 78) in this **HELP** guide.
- Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately 30 minutes to charge the handset before it shows **Low battery**, refer to page 11 for details.
- You may need to purchase a new battery. Please refer to **BATTERY PERFORMANCE** (page 11) in this User Guide.

I get noise, static, or a weak signal even when I'm near the telephone base.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall socket (see page 10). The filter prevents noise and calling number display problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your phone is plugged in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception when installed in a high area.
- Disconnect the telephone base from the telephone wall socket and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I experience poor sound quality when using the speakerphone.
- For increased sound quality while using the speakerphone, place the handset on a flat surface with the dial pad facing up.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press 🔽 to temporarily turn your microphone off. When it is your turn to speak, remember to press 🔽 again to turn the microphone on.
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should terminate speakerphone operation and return to normal handset mode.

I hear other calls while using my phone.
- Disconnect the telephone base from the telephone wall socket and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Call your telephone service provider (charges may apply).

While on a call or playing messages, there is too much noise, or the voice sounds tinny, shrill or flat.
- While on a call or playing messages, press the 🔘 button on the handset until you find the settings that sounds the best (page 35).

My handset does not ring when I receive a call.
- Make sure that the ringer is not turned off. Refer to **RINGER VOLUME** on page 48 in this User Guide.
- Make sure the telephone line cord is plugged securely into the telephone base and the telephone socket. Make sure the power cord is securely plugged in.
- The handset may be too far from the telephone base.
- Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to the charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- Disconnect the telephone base from the telephone wall socket and plug in a working telephone. If the other phones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).
- Test a working phone at the phone socket. If the other phone has the same problem, the problem is the phone socket. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Completely remove the battery. Replace the battery and place the handset in the telephone base. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord might be defective. Try installing a new line cord.

My calls cut in and out while I'm using my handset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.
- If the other phones in your home are having the same problem, the problem is in your wiring or local service. Contact your telephone service provider (charges may apply).
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party press 🔽 to temporarily turn your microphone off. When it is your turn to speak, remember to press 🔽 to turn the microphone on.

The charge light is off.
- Make sure the power and line cords are plugged in correctly and securely.
- Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the handset and telephone base to reset.
- Clean the handset and telephone base charging contacts each month using a pencil eraser or cloth.

My calling number display isn't working.
- Calling number display is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your phone.
- The caller must be calling from an area that supports calling number display.
- Both your and your caller's telephone service providers must use calling number display compatible equipment.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone line cord and the telephone wall socket (see page 10). The filter prevents noise and calling number display problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

My telephone does not receive calling number display when on a call.
- Make sure you subscribe to calling number display with call waiting features provided by your telephone service provider. Calling number display features work only if both you and the caller are in areas offering calling number display service, and if both telephone companies use compatible equipment.

Voicemail and ✉ show on the display and I don't know why.
- Your telephone has voicemail indication that is separate from the built-in answering system. If ✉ appears on the display, then your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from your telephone service provider. Contact your telephone service provider for more information on how to access your voicemail.

I cannot retrieve voicemail messages.
- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (page 65). If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

I am receiving incomplete messages.
- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after the maximum recording time you have set (see **RECORDING TIME** on page 65).
- If the caller pauses for longer than 7 seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

I am having difficulty in hearing messages.
- Press **VOLUME ▲** to increase speaker volume on the telephone base.
- Press 🕭 to increase the listening volume on a handset.

The answering system does not answer after the correct number of rings.
- Make sure the answering system is on. When the answering system is on, **ANS ON** should show on the handset and the ⏻ **ANS ON** light is lit on the telephone base (page 60).
- If time saver is selected (page 64), the number of rings changes to two when there are new messages waiting.
- If the memory is full or the system is off, the system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by the telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 66). To determine how many rings activate your voicemail, please contact your telephone service provider.

- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The answering system announces "Time and day not set."
- You need to set the date and time (page 14).

The answering system does not respond to remote commands.
- Make sure to enter your remote access code correctly (page 67).
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code while your outgoing message is playing. Try waiting until the outgoing message is over before entering the code.
- There may be interference on the phone line you are using. Press the dial pad keys firmly.

The answering system does not record messages.
- Make sure the answering system is on (page 60).
- Make sure the memory of the answering system is not full. When the answering machine memory is full, it does not record new messages until some old messages are deleted.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 66). To determine how many rings activate your voicemail, please contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The outgoing message is not clear.
- When you record your outgoing message, make sure you speak in a normal tone of voice, about nine inches from the telephone base.
- Make sure there is no background noise (TV, music, etc.) while recording.

I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.
- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.
- Make sure to plug your USB telephone adaptor into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service provider. Contact your service provider for more information.

Common cure for electronic equipment:
If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed:
1. Disconnect the power to the telephone base.
2. Disconnect the handset battery, and spare battery, if applicable.
3. Wait a few minutes.
4. Connect power to the telephone base.
5. Completely remove the battery. Replace the battery and place the handset into the telephone base.
6. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

GENERAL INFORMATION

TecHelp line 1300 369 193
Call TecHelp:
- if you are having difficulties using your Telstra 12850.
- if you need replacement batteries or mains power lead.

REPLACING THE HANDSET BATTERIES

After a time, you may find that the handset batteries are running out of charge more quickly.
This is a standard sign of wear and the batteries will need replacing. Replacement rechargeable Nickel Metal Hydride (NiMH) batteries can be purchased from TecHelp line on 1300 369 193 your local electrical retailer. Slide off the battery compartment cover and remove existing batteries. Insert the new batteries and replace the compartment cover until it clicks into place.

IMPORTANT
This equipment features Power Back-Up. During a mains power interruption you can supply the power stored in the handset battery to the base unit, so you can make calls - see page 39 for further details.

SAFETY

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

Please note
Telstra accepts no responsibility for damage caused to your Telstra 12850 handset by using any other type of batteries.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Dispose of batteries as per local / state requirements.

CLEANING

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.
Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

ENVIRONMENTAL

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique / veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

HOW MANY TELEPHONES CAN YOU HAVE?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your Telstra 12850 has a REN of 0.1. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guaranteed of ringing, even when the REN is less than 3.

CUSTOMER SERVICE & PRODUCT WARRANTY

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

Customer Service
If you require assistance in operating this product please call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com.
If you are trying to access a Telstra Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact Telstra on 13 22 00 for residential or 13 20 00 for business.

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

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

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

To make a claim under this Voluntary Product Warranty you must call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that:
You provide proof of purchase;
Your product is suitably packaged (original packaging is not required); and
You have included all components from the original purchase.

For your records
Date of purchase:

_____
Place of purchase:

_____
Serial number:

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

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

This Voluntary Product Warranty is given by:
VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627
Address: 24 Gilby Road, Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS - PLEASE CONTACT TECHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.
Phone number: 1300 369 193
Email address: tcpsupport_au@vtech.com

Statutory Rights
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure