

TELSTRA 13450 DECT6.0 TELEPHONE WITH ANSWERING MACHINE

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 13450 DECT6.0 Telephone with Answering Machine

- Phonebook – The home phonebook stores up to 100 entries.
- Telstra's Calling Number Display* lets you see who's calling. Your phone stores details of the last 20 callers in the Call List.
- Answering machine, with up to 30 minutes digital recording time and helpful voice prompts.
- Power Failure Back-up by installing 3 non-rechargeable AAA batteries to your Telstra 13450, your telephone will continue to operate in the event of a mains power interruption.
- By saying certain voice commands to the pendant (if you have purchased Telstra 13450 with pendant), you can hear information such as the date or time, or call photo speed dial numbers, or even review the call list, answering machine, messages or reminders.

* 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 Calls List. See page 50 for more details.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call, you will need to set up your phone. Follow the simple instructions on the next few pages.

NEED HELP?

PLEASE LOOK IN THE HELP SECTION AT THE END OF THE USER GUIDE IF YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR TELSTRA PRODUCT, OR PLEASE CONTACT THE TECHHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: tcpsupport_au@vtech.com

GOT EVERYTHING?

The package contains the following items:

- Telstra 13450 corded handset and handset cord
- Telstra 13450 telephone base
- AC power adaptor
- Telephone line cord

- Battery compartment cover
- 1 User guide
- 3 AAA non-rechargeable batteries
- Telstra 13450 cordless handset
- Telstra 13450 charger with charger adaptor
- 1 NiMH rechargeable battery

If you have purchased Telstra 13450 with pendant, you will also have the following items:

- Telstra 13450 Pendant
- Telstra 13450 Pendant charger with power adaptor
- Pendant belt clip
- Pendant lanyard

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IMPORTANT SAFETY INSTRUCTIONS

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

1. Read and understand all the instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, kitchen sink, swimming pool) or in humid areas.
5. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
6. Unplug this product from the wall outlet and contact TechHelp on 1300 369 193 under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If the product does not operate normally by following the operating instructions.
 - If the product has been dropped and the outer casing has been damaged.
 - If the product exhibits a distinct change in performance.
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) battery. 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 TechHelp on 1300 369 193 for replacement adaptors.
12. Please ensure that the battery is inserted according to the correct polarity as indicated on the re-chargeable battery and the internal markings inside the handset battery compartment.
13. Do not immerse the battery 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 STARED

LOCATION

Place your Telstra 13450 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 13450 works by sending radio signals between the base and handset/pendant. The strength of the signal depends on where you locate the base. Putting it as high as possible ensures the best signal.

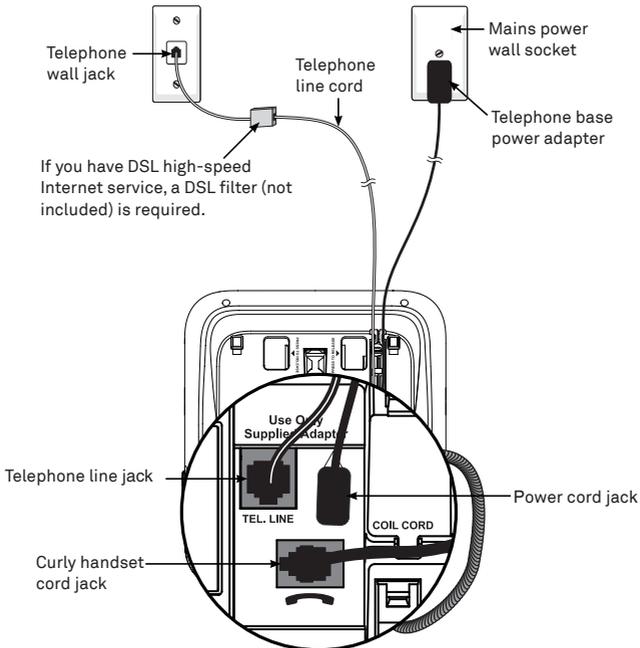
The maximum range between the base station and the handset is approximately 300 metres.

SETTING UP

Telephone base installation

1. Plug the mains power adapter cable into the base station, plug the other end of the mains power adapter into a mains power wall socket.

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



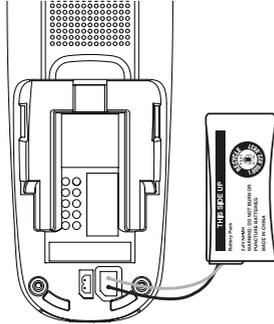
2. Insert one end of the telephone line cord into the base station and the other end of the telephone line cord into a telephone wall jack. If you have DSL high speed internet service, a DSL filter (not included) is required.
3. Connect the corded handset to the telephone base with the supplied coiled handset cord.

CAUTION:

If you subscribe to telephone service from a cable company or a VoIP service provider, plug the telephone line cord into the modem/router/terminal adapter provided by your cable/VoIP service provider. Contact your cable/VoIP service provider if you have any difficulties in installation.

Handset battery installation

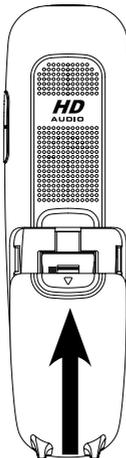
1. Slide open the battery compartment cover to fit the NiMH battery into the handset. Plug the battery connector securely into the socket.



2. Place the supplied rechargeable battery with the label THIS SIDE UP facing up and the wires inside the battery compartment.

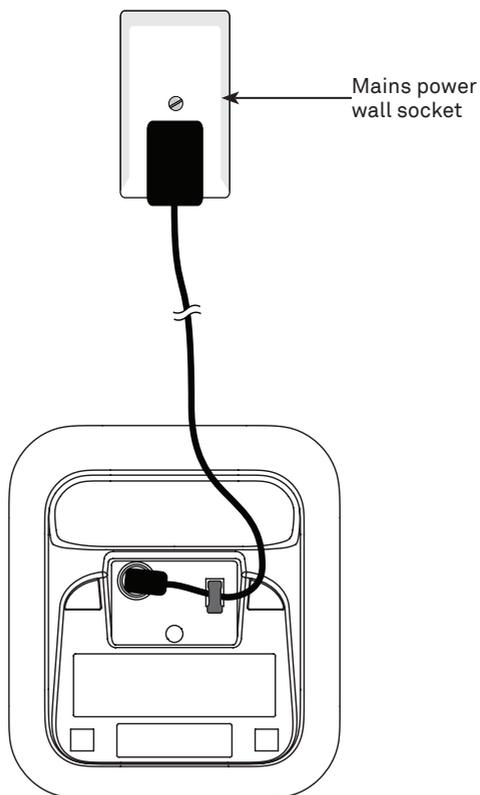


3. Slide the battery compartment cover towards the center of the handset until it clicks into place.



Cordless handset charger installation

1. Plug the power cable into the charger base.

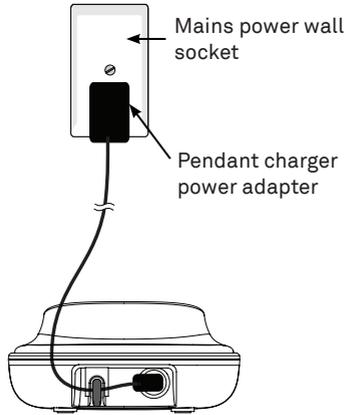


2. Plug the other end into the a mains power wall socket.
3. Place the handset in the handset charger to charge.

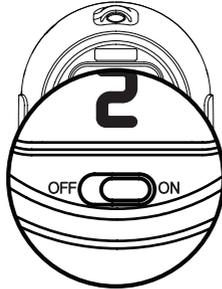
Note: Ensure power cord is fed through slot on base so unit sits flush with the desk.

Pendant charger installation (only for model with pendant)

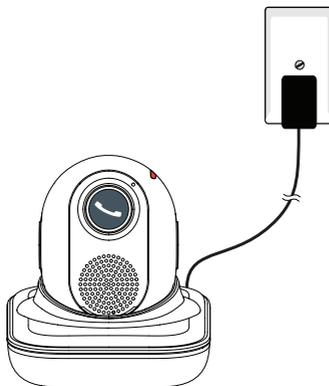
1. Plug the pendant charger power adapter cable into the charger base, then route the cable through the slot. Plug the other end into the a mains power wall socket.



2. Switch **ON** the pendant.

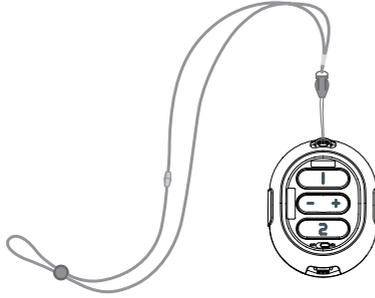


3. Place the pendant in the pendant charger to charge.



Pendant attachment

Pendant lanyard:

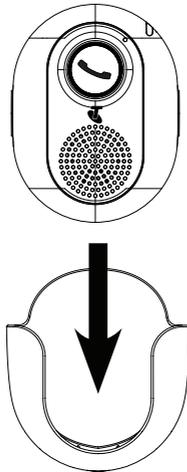


1. Pinch the end of the loop string into the slot on the top of the pendant.
2. Insert the long end of the lanyard into the loop string.
3. Fasten the loop string.

Pendant belt clip:

Put the pendant into the belt clip until it clicks in place.

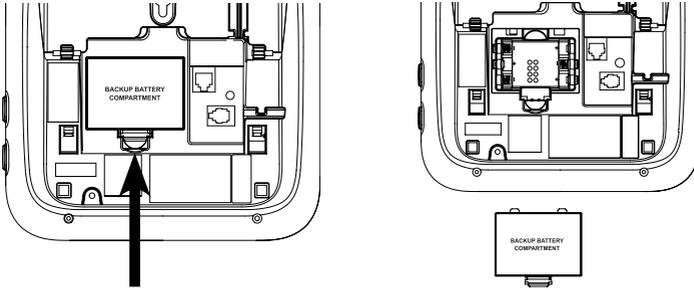
When you use the pendant belt clip, remove the pendant lanyard if it is attached to the pendant.



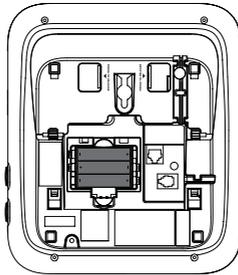
Telephone base backup battery installation

Install the three AAA non-rechargeable batteries so that your telephone can still operate in the event of a mains power failure.

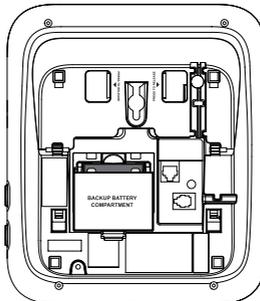
1. Press the large tab on the backup battery compartment cover. Then pull to open.



2. Place three AAA batteries into the compartment, matching the polarity engravings.



3. Replace the backup battery compartment cover. Push the large tab until it locks securely.



WARNING: Disconnect the telephone line cord from the base when replacing backup batteries.

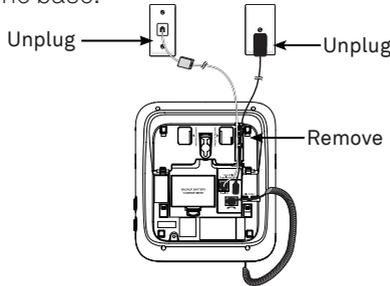
Note: Under normal usage conditions, the three AAA non-rechargeable batteries should last approximately 6 months. The battery life depends on the frequency and the duration of mains power failure.

INSTALLATION OPTIONS

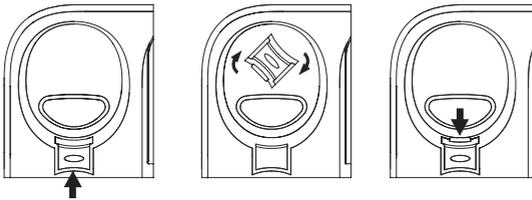
Your telephone base is ready for tabletop use. If you want to mount your telephone on a wall, follow the steps below to connect the telephone base with a standard dual-stud telephone wall mounting plate. You may need a professional to install the wall mounting plate.

Tabletop to wall mount installation

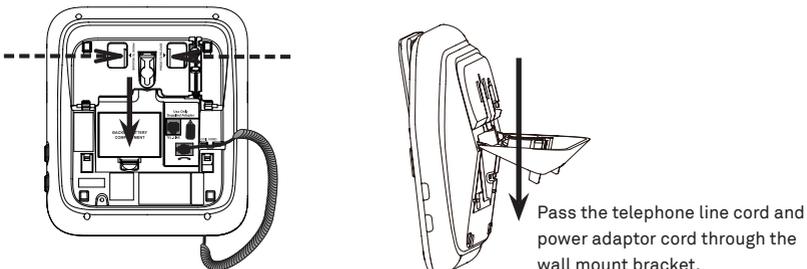
1. Unplug the power adaptor from the mains socket. Unplug the telephone line cord from the wall socket (or DSL filter). Remove the telephone line cord and the power adaptor cord from the slot on the wall mount bracket and unplug them from the telephone base.



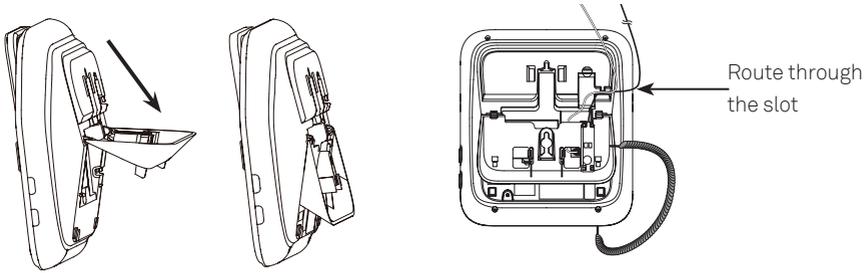
2. Lift the handset and place it aside. Hold down the switch hook on the telephone base, then slide the handset tab upwards to remove it from the slot. Rotate the handset tab 180 degrees. Push the handset tab down into the slot so it locks into position.



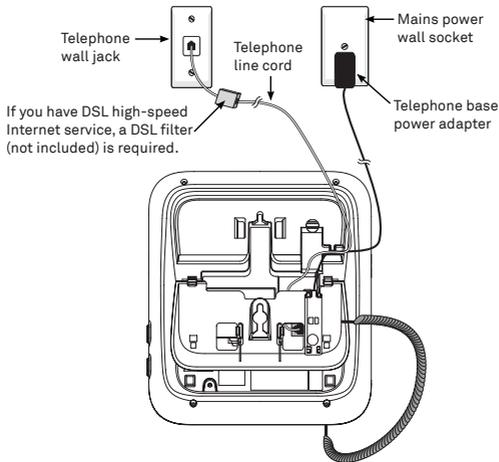
3. Grasp and squeeze the tabs as the arrows indicated to open the hinged bracket. Route the telephone line cord and the power adaptor cord through the hole of the wall mount bracket. Plug one end of the telephone line cord into the telephone line jack on the bottom of the telephone base. Plug the small end of the power adaptor into the power jack on the bottom of the telephone base.



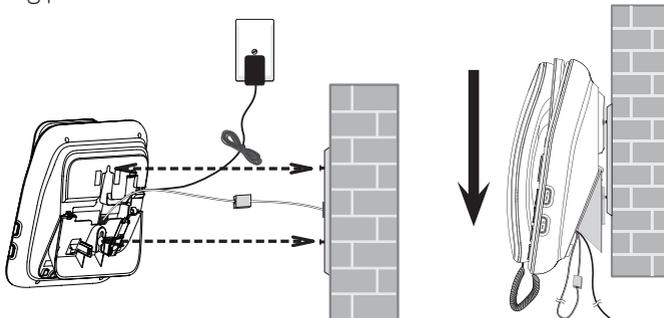
4. Rotate the wall mount bracket and lock it into wall mount position. Route the telephone line cord and power adaptor cord through the slot on the bottom of the telephone base. Bundle the telephone line cord and the power adaptor cord with twist ties.



5. Plug the other end of the telephone line cord into a telephone wall jack or a DSL filter. Plug the large end of the power adaptor into a mains power wall socket.



6. Align the slots on the back of the telephone base with the studs of the wall mounting plate. Slide the telephone base down until it locks securely on the wall mounting plate.

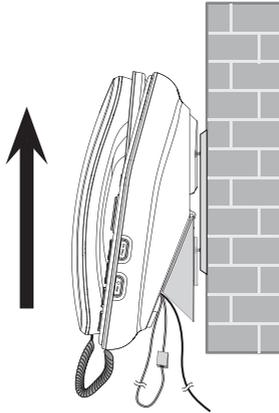


7. Place the handset in the telephone base. Rotate the top of the display up or down to adjust the screen angle for maximum visibility.

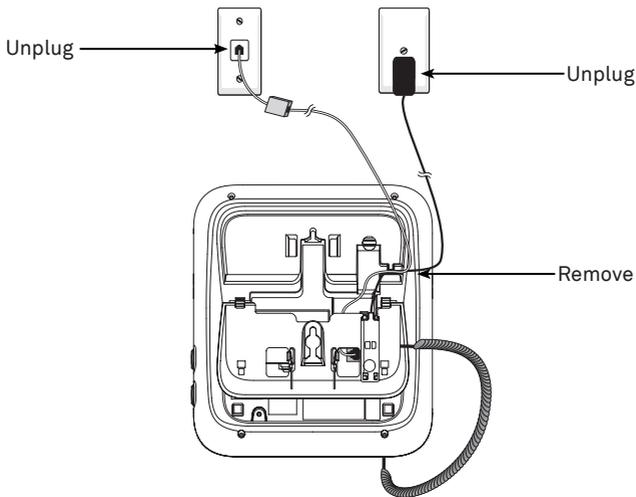
Wall mount to tabletop installation

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

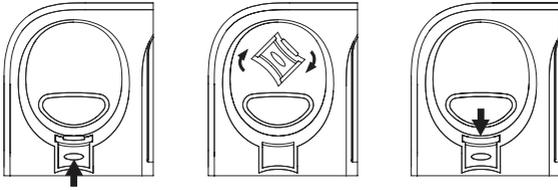
1. Slide the telephone base upwards, then remove the telephone from the wall mounting plate.



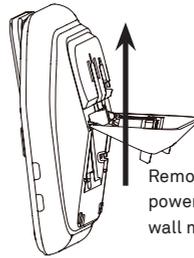
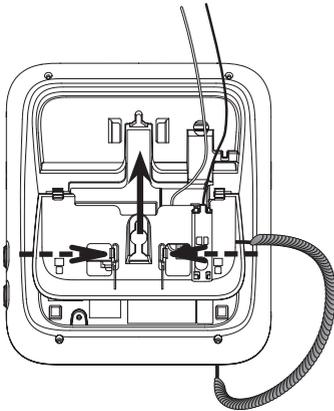
2. Unplug the large end of the power adaptor from the mains socket. Unplug the telephone line cord from the wall jack. Untie the bundled telephone line cord and power adaptor cord and then remove them from the slot on the bottom of the telephone base.



3. Lift the handset and place it aside. Hold down the switch hook to the telephone base, then slide the handset tab upwards to remove it from the slot. Rotate the handset tab 180 degrees. Push the handset tab down into the groove so it clicks into position.

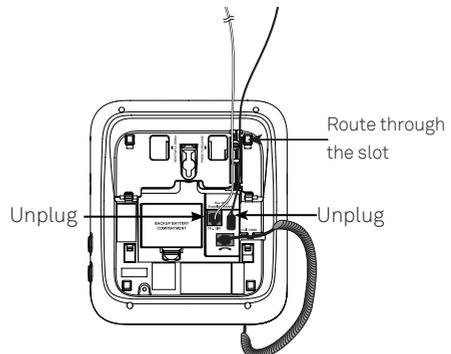
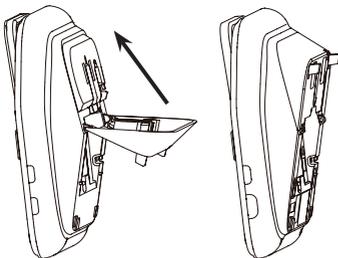


4. Press the tabs of the wall mount bracket as the arrows indicated below to release it from the telephone base. Unplug the telephone line cord from the telephone line jack on the bottom of the telephone base. Unplug the power adaptor cord from the power jack on the bottom of the telephone base. Remove the telephone line cord and power adaptor cord through the wall mount bracket.

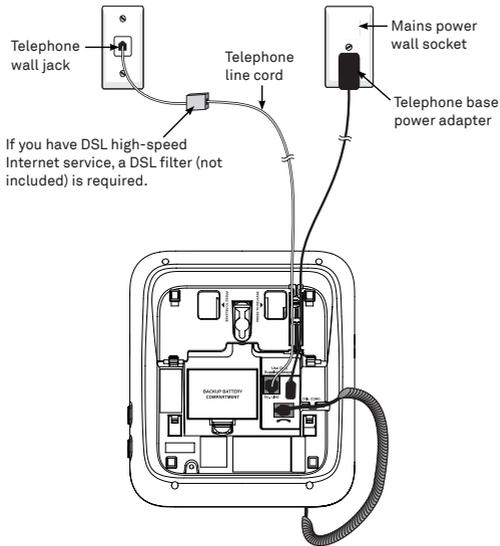


Remove the telephone line cord and power adaptor cord through the wall mount bracket.

5. Rotate the wall mount bracket and lock it into tabletop position as indicated. Plug one end of the telephone line cord into the telephone line jack on the bottom of the telephone base. Plug the small end of the power adaptor into the power jack on the bottom of the telephone base. Route the telephone line cord and the power adaptor cord through the slots accordingly.



6. Plug the other end of the telephone line cord into a telephone wall jack or a DSL filter. Plug the large end of the power adaptor into a mains power wall socket.



7. Place the handset in the telephone base. Rotate the top of the display up or down to adjust the screen angle for maximum visibility.

IMPORTANT

Check for a dial tone by pressing . If you hear a dial tone, the installation is successful.

WARNING

Do not place your Telstra 13450 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.

RE-CHARGEABLE 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.

RE-CHARGEABLE 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 battery 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 TechHelp 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.

USING YOUR TELTRA 13450 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

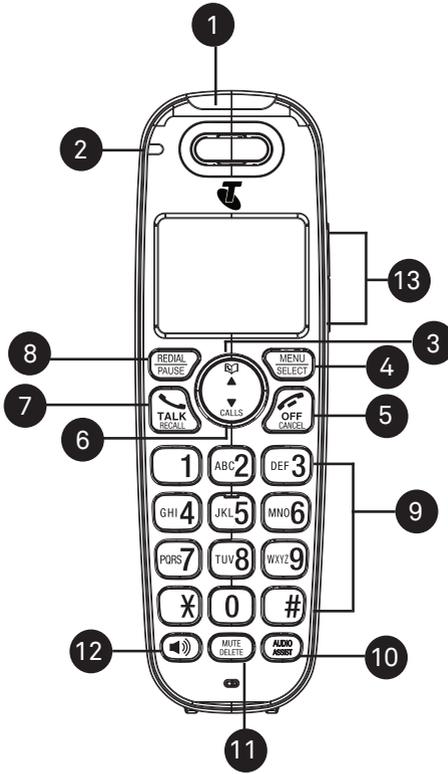
If you have subscribed to Telstra's Calling Number Display service, the date and time are set automatically with each incoming call.

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** when idle.
2. Press **▲/▼** to scroll to **Set date/time**, then press **SELECT** on the cordless handset or the telephone base.
3. Enter the month, date and year, then press **SELECT** on the cordless handset or **NEXT** on the telephone base.
4. Enter the hour and minute, then press **▲/▼** to select **AM** or **PM**.
5. Press **SELECT** on the cordless handset or **SAVE** on the telephone base.

GETTING TO KNOW YOUR PHONE



HANDSET BUTTONS

1. INCOMING CALL LIGHT

- Flashes when there is an incoming call/ the base is paging the handset.

2. CHARGE LIGHT

- On when the handset is charging.

3. DIR/UP

- Press to review the phonebook when in idle.
- Press to scroll up while in menus or lists.
- Press to move the cursor to the right while entering names or numbers.

4. MENU/SELECT

- Press to show the menu.
- Press to select an item or save an entry/setting while in a menu.

5. TALK OFF/CANCEL

- Press to hang up during a call.
- Press to cancel an operation, or back up to the previous menu while in a menu.
- Press and hold to return to idle mode while in a menu.
- Press to silence the handset ringer temporarily while the phone is ringing.
- Press and hold to erase the missed call indicator when idle.

6. CID/DOWN

- Press to review the call list when idle.
- Press to scroll down while in menus or lists.
- Press to move the cursor to the left while entering names or numbers.

7. TALK/RECALL

- Press to make or answer a call.
- Press to access Network Features during a call.

8. REDIAL/PAUSE

- Press repeatedly to view the last 10 numbers dialed.
- Press and hold to insert a dialing pause while dialing or entering numbers.

9. ALPHANUMERIC KEYPAD/ *(star) /#(hash)

- Press to enter numbers or characters/*/#.
- Press any key to answer an incoming call.
-  key in idle mode: Press and hold to access Telstra Home Message 101[®] or MessageBank[®].
- Press  to switch between upper case and lower case while entering characters.
- Press  repeatedly to display other dialing options when reviewing a call list entry.
- Press and hold  to set and turn on the quiet mode, or turn it off.
- Press and hold  during a call to answer call waiting.
- Press and hold  to start a 3-Way-Chat.

10. AUDIO ASSIST

- Press to enhance the clarity and loudness of the caller's voice during a call.

11. MUTE/DELETE

- Press to mute the microphone during a call.
- Press to silence the handset ringer temporarily while the phone is ringing.
- Press to delete an individual entry while reviewing the redial list/phonebook/call list/reminder.

- Press to delete a character or digit while entering names or numbers.
- Press to delete the playing message/announcement/reminder.

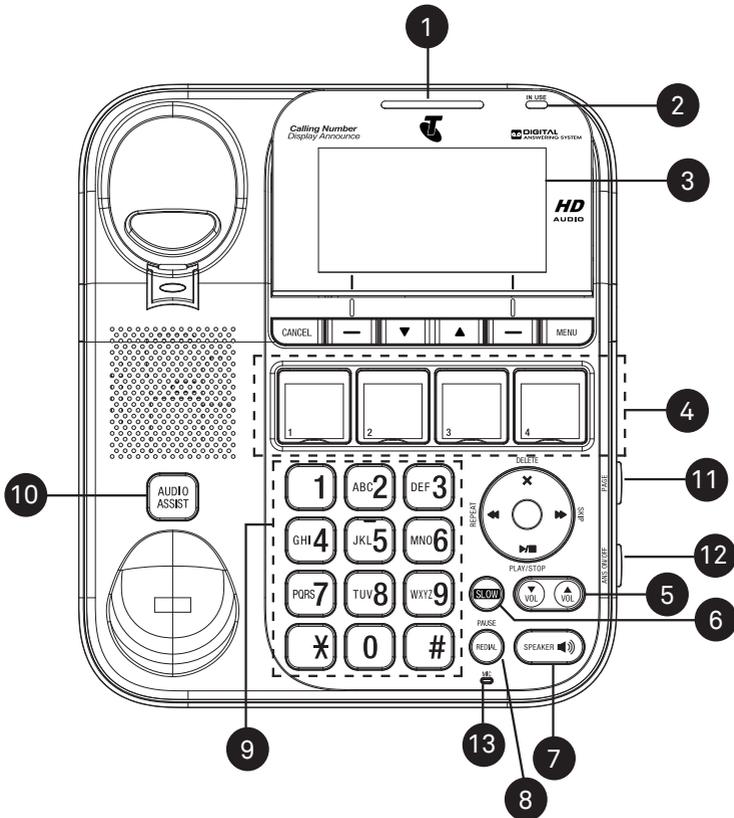
12. SPEAKER/🔊

- Press to make or answer a call using the speakerphone.
- Press to switch between the handset speakerphone and the handset earpiece during a call.

13. 🔊 VOL+ / VOL-

- Press to adjust the listening volume during a call or message playback.
- Press to adjust the handset ringer volume while idle.

TELEPHONE BASE BUTTONS



1. INCOMING CALL LIGHT

- Flashes when there is an incoming call.

2. IN USE LIGHT

- On when there is an incoming call or the phone is in use or the answering system is answering an incoming call.
- On when a device is being registered.
- Flashes when devices are being deregistered.
- Flashes when another telephone on the same line is in use.

3. LARGE TILT DISPLAY

- Press to move the top of the display forward or backward to adjust the angle of the screen for maximum visibility.

4. SPEED DIAL KEYS (1-4)

- Press to set or dial a speed dial number when idle.

5. VOL+/VOL-

- Press to adjust the listening volume during a call or message playback.
- Press to adjust the base ringer volume while idle.

6. SLOW

- Press to slow down the answering machine or reminder message playback.

7. SPEAKERPHONE

- Press to make, answer or end a call.
- Press to switch between the corded handset and the base speakerphone during a call.

8. REDIAL/PAUSE

- Press repeatedly to view the last 10 numbers dialed.
- Press and hold to insert a dialing pause while dialing or entering numbers.

9. ALPHANUMERIC KEYPAD/* (star)/#(hash)

- Press to enter numbers or characters/*/#.
- Press any key to answer an incoming call.
-  key in idle mode: Press and hold to access Telstra Home Message 101[®] or MessageBank[®].
- Press  to switch between upper case and lower case while entering characters.
- Press  repeatedly to display other dialing options when reviewing a call list entry.
- Press and hold  to set and turn on the quiet mode, or turn it off.

- Press and hold **ABC-2** during a call to answer call waiting.
- Press and hold **DEF-3** to start a 3-Way-Chat.

10. **AUDIO ASSIST**

- Press to enhance the clarity and loudness of the caller's voice during a call.

11. **PAGE**

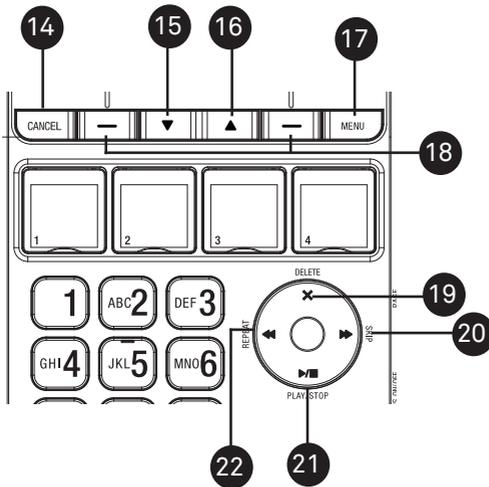
- Press to page all handsets and pendants when idle.

12. **ANS ON/OFF LIGHT**

- Press to turn the built-in answering machine on/off.
- On when the answering system is turned on.

13. **MIC**

- Microphone.



14. **CANCEL**

- Press to cancel an operation, or back to the previous menu while in a menu.
- Press and hold to return to idle mode while in a menu.
- Press and hold to erase the missed call indicator when idle.
- Press to silence the base ringer temporarily while the phone is ringing.

15. **DOWN**

- Press to scroll down while in menus or lists.
- Press to move the cursor to the left while entering or modifying names or numbers.

16.  **UP**

- Press to scroll up while in menus or lists.
- Press to move the cursor to the right while entering or modifying names/numbers.

17.  **MENU**

- Press to enter the menu.

18.  **LEFT SOFT KEY** /  **RIGHT SOFT KEY**

- Press to select a menu item displayed above the key.

19.  **DELETE/X**

- Press to delete the playing message/announcement/reminder.
- Press to delete an individual entry while reviewing the redial list/phonebook/call list/reminder.
- Press to delete a character or digit while entering names or numbers.

20.  **SKIP**

- Press to skip to the next message during message playback.
- Press to move the cursor to the right while entering or modifying names or numbers.

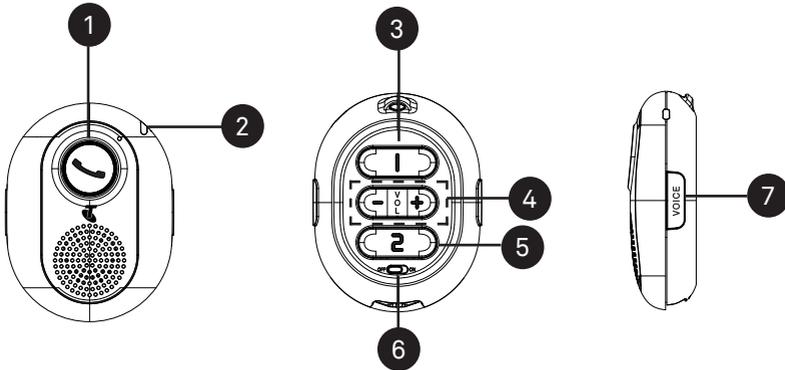
21.  **PLAY/STOP**

- Press to start or stop message playback.
- Flashes when there are new messages/memos in the answering machine.

22.  **REPEAT**

- Press once to repeat the playing message.
- Press twice to play the previous message.
- Press to move the cursor to the left while entering or modifying names or numbers.

PENDANT OVERVIEW (ONLY FOR MODEL WITH PENDANT)



1. TALK ON

- Answer or end a call.

PENDANT LIGHT

- On steady when the pendant is in use.
- Flashes quickly when there is an incoming call.
- Flashes twice every three seconds when any other telephone system device is in use.

2. PENDANT STATUS LIGHT

- Stays solid red when the pendant is charging.
- Flashes red when the pendant is in low battery.
- Stays solid green when the pendant is fully charged.
- Flashes red and green when the base is paging the pendant.
- Flashes quickly in red and green during pendant registration.
- Flashes orange three times when the pendant is not registered.

3. 1

- Call photo speed dial 1.

4. VOL+/VOL-

- Adjust the listening volume during a call/message playback.
- Adjust the pendant ringer volume while in idle mode.

5. 2

- Call photo speed dial 2.

6. ON AND OFF SWITCH

- Switch to turn the pendant on/off.

7. VOICE

- Press to use the voice command feature.

HANDSET AND TELEPHONE BASE DISPLAY

Display icons	Description: Icons can be on (visible), or Flashing or Off (not visible)
	Battery is low; place handset in charger to recharge.
	Full battery power level.
	2/3 battery power level.
	1/3 battery power level.
	The handset speakerphone is in use.
	On steadily if the telephone base and handset ringers are turned off.
	Displays on the handset when received a new voicemail from your telephone service provider.
	Displays on the telephone base when received a new voicemail from your telephone service provider.
MUTE	Microphone is muted.
NEW	New call list- Missed and new calls.
ANS ON	The answering machine is turned on.
	New message in the answering machine.

NAVIGATING THE MENUS

Your Telstra 13450 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  in idle mode to enter the main menu.
2. Press  or  to select a handset feature menu, then press  to enter that menu.
3. Press  to cancel an operation, back up to the previous menu, or exit that menu.
4. To return to idle mode, press and hold .

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

HANDSET MENU LAYOUT

Play message	Answering sys	Intercom	Phonebook	Caller ID log	Reminder
	Announcement Delete all old Record memo Answer ON/OFF Ans sys setup	Base All pendants (pendant model only) All devices	Review Add contact	Review Del all calls	Review Set reminder On/off

Ringers	Tones	Talking digit	Set date and time	Pendant (Pendant model only)	AnnC Caller ID
Ringer volume Ringer tone	Key tone Battery low Out of range			Pendant Ringer Voice command Happy Message	Set all On/Off Local handset Pendant (pendant model only)

Time format	Date format	Settings	Reset
12-HR 24-HR	MM/DD/YY DD/MM/YY	Talking Digit Clr voicemail Rename handset CID time sync Flash time	Reset?

To enter the main menu of the telephone base

1. Press  in idle mode to enter the main menu.
2. Press / to scroll through menu items listed below, then press **SELECT** to select the highlighted item.
3. Press  to cancel an operation, back up to the previous menu, or exit the menu display.
To return to idle mode, press and hold .

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

TELEPHONE BASE MENU LAYOUT

Answering system	Intercom	Photo speed dial	Phonebook	Caller ID log	Reminder
Announcement Delete all old Record memo Answer ON/OFF Ans sys setup	Handset 1 All pendants (pendant model only) All devices				Review reminder Set reminder Reminder on/off

Ringers	Key tone	Talking Digit	Set date/time	Pendant (pendant model only)
Ringer volume Ringer tone				Pendant ringer Voice command Happy message

Annc Caller ID	Time format	Date format	Settings	Reset
Set all On/Off Base Pendant (pendant model only)	12-HR 24-HR	MM/DD/YY DD/MM/YY	Talking Digit Clear voicemail Rename base CID time sync Flash time Registration	Reset?

KEYSTROKE TABLE

Dialing 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.

USING THE PHONE

MAKE, ANSWER OR END A CALL

Using the telephone base

To make a call at the telephone base:

Lift the corded handset, or press .

When you hear a dial tone, dial the number.

To answer a call at the telephone base:

Lift the corded handset, or press  or any dialing key.

To end a call at the telephone base:

When you are using the corded handset, place it on the telephone base.

When you are using the base speakerphone, press .

Using the cordless handset

To make a call on a cordless handset:

Press  or .

When you hear a dial tone, dial the number.

To answer a call on a cordless handset:

Press  or  or any dialing key.

To end a call on a cordless handset:

Press  or place the handset in the handset charger.

Using the pendant (only for model with pendant)

To make a call on a pendant:

Press  or  to dial the corresponding speed dial number.

To answer a call on a pendant:

Press .

To end a call on a pendant:

Press  or place the pendant in the pendant charger.

SPEAKERPHONE

Handset speakerphone:

When the cordless handset is on a call, press  to switch between the handset speakerphone and the handset earpiece.

Telephone base speakerphone:

When the corded handset is on a call, press  to switch between the telephone base speakerphone and the corded handset.

AUDIO ASSIST®

Use the audio assist feature to enhance the clarity and loudness of your caller's voice on the cordless or corded handset earpiece when you are listening to a message or an announcement.

To turn on Audio Assist®:

While you are on a call or listening to a message or an announcement using the cordless/corded handset earpiece, press **AUDIO ASSIST**.

To turn off Audio Assist®:

Press **AUDIO ASSIST** again.

EQUALIZER

The equalizer enables you to change the quality of the audio for both handset earpiece and speakerphone to best suit your hearing. The default setting is Natural.

1. Press **MENU** during a call.
2. Press  on the cordless handset or **SELECT** on the telephone base to choose Equalizer.
3. Scroll to **Natural, Treble 1, Treble 2** or **Bass**, then press  on the cordless handset or **SAVE** on the telephone base.

VOLUME CONTROL

To adjust the listening volume on a cordless handset:

During a call, press **VOL+** or **VOL-**.

To adjust the listening volume at the telephone base:

During a call, press .

To adjust the listening volume at a pendant (pendant model only):

During a call, press .

MUTE

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

To mute a call on a cordless handset:

During a call, press .

Press  again to resume the conversation.

To mute a call at the telephone base:

During a call, press **MUTE**.

Press **UNMUTE** to resume the conversation.

TEMPORARY RINGER SILENCING

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

To silence the ringer temporary on a cordless handset:

Press .

To silence the ringer temporary at the telephone base:

Press **MUTE** or .

REDIAL

The last 10 telephone numbers dialed (up to 30 digits) are stored in the system memory.

To review and dial a redial number on a cordless handset:

1. Press  when idle.
2. Press  or  repeatedly to browse.
3. When the desired entry displays, press  or  to dial.

To review and dial a redial number at the telephone base:

1. Press  when idle.
2. Press ,  or  repeatedly to browse.
3. When the desired entry displays, lift the corded handset or press  to dial.

CHAIN DIALING

Use this feature on the cordless handsets or the telephone base to initiate a dialing sequence from numbers stored in the phonebook, call list or redial list while you are on a call.

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

1. Press **MENU**.
2. Scroll to **Phonebook**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to the desired entry, then press  on the cordless handset or **CALL** on the telephone base to dial.

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

1. Press **MENU**.
2. Scroll to **Caller ID log**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to the desired entry, then press  on the cordless handset or **CALL** on the telephone base to dial.

To access a number from the redial list while on a call:

1. Press **REDIAL** to enter the redial list.
2. Press **▼**, **▲** or **REDIAL** repeatedly to browse to the desired entry.
3. Press  on the cordless handset or **CALL** on the telephone base to dial.

TRANSFER A CALL

While on an outside call, you can transfer the call from a cordless handset or the telephone base to another system device.

To transfer a call from a cordless handset:

During a call, press . Press  or  to scroll to **Transfer**, then press .

1. If you have two or more handsets/pendants, scroll to the desired device and then press .

The outside call is put on hold and the handset shows **Transferring call/Transferring call to all**. The destination device rings.

2. To answer the call on the destination handset, press ,  or any dialing key.

-OR-

To answer the call on the telephone base, lift the corded handset, or press  or any dialing key.

-OR-

To answer the call on the pendant, press .

To transfer a call from the telephone base:

1. During a call, press **MENU**. Scroll to **Transfer**, then press **SELECT**.

If you have two or more handsets/pendants, scroll to the desired device and then press **SELECT**.

The outside call is put on hold and the telephone base shows **Transferring call/Transferring call to all**. The destination device rings.

2. To answer the call on the destination handset, press ,  or any dialing key.

-OR-

To answer the call on the pendant, press .

PAGE HANDSET

This feature helps you find misplaced handsets and pendants.

To start the paging tone:

- Press **PAGE** on the right side of the telephone base and its screen displays Paging all devices. All idle handsets and pendants ring and the handsets screens display **** Paging ****.

To stop the paging tone:

- Press ,  or any dialing key on a cordless handset, or return the cordless handset to its charger.

-OR-

- Press  on a pendant.

-OR-

- Press **STOP, CANCEL** or **PAGE** on the telephone base.

JOIN A CALL IN PROGRESS

Another handset, pendant or the telephone base can join an outside call. You can share an outside call with the telephone base and up to four handsets/pendants at the same time.

To join a call with a cordless handset:

- Press  or  to join the call.
- Press  or place the handset in the handset charger to exit the call.

To join a call with the telephone base:

- Lift the corded handset or press .
- Return the corded handset to the telephone base or press  to exit the call.

To join a call with a pendant:

- Press  to join the call.
- Press  or place the pendant in the pendant charger to exit the call.

INTERCOM

Use the intercom feature for conversations between two system devices.

To initiate an intercom call with a cordless handset:

1. Press , then  or  to scroll to **Intercom**, then press . Press  or  to scroll to the desired device and press . Your handset shows **Calling HANDSET X/Calling BASE 0/Calling all pendants/Calling all devices**.

The destination device rings. The destination handset/telephone base shows **HANDSET X** is calling.

2. To answer the intercom call on the destination handset, press ,  or any dialing key.

-OR-

To answer the intercom call at the telephone base, press  or any dialing key, or lift the corded handset.

-OR-

To answer the intercom call on a pendant, press .

3. To end the intercom call on either handset, one party presses , or places the handset back in the handset charger.

-OR-

To end the intercom call at the telephone base, press **END**,  or  when you are using the base speakerphone, or return the corded handset to the telephone base.

-OR-

To end the intercom call on the pendant, press  or place the pendant back in the pendant charger.

To initiate an intercom call at the telephone base:

1. Press  then / to scroll to **Intercom**. Press  then / to scroll to the desired device and press . The telephone base shows **Calling HANDSET X/Calling all pendants/Calling all devices**.

The destination device rings. The destination handset shows **BASE 0 is calling**.

2. To answer the intercom call on the destination handset, press ,  or any dialing key.

-OR-

To answer the intercom call on the pendant, press .

3. To end the intercom call at the telephone base, press **END**,  or  when you are using the base speakerphone, or return the corded handset to the telephone base.

-OR-

To end the intercom call on the destination handset, one party presses , or places the handset back in the handset charger.

-OR-

To end the intercom call at the pendant, press  or place the pendant back in the pendant charger.

PHONEBOOK

The phonebook stores up to 100 entries, which are shared by all devices.

ADD A PHONEBOOK ENTRY

1. Press **MENU** when idle.
2. Scroll to **Phonebook**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Add contact**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Enter a number.

-OR-

Copy a number from the redial list by pressing **REDIAL** then ▲/▼ , or pressing **REDIAL** repeatedly to find the desired number. Press  on the cordless handset or **SELECT** on the telephone base to copy the number.

5. Press  on the cordless handset or **NEXT** on the telephone base.
6. Enter a name, then press  on the cordless handset or **SAVE** on the telephone base.

REVIEW PHONEBOOK ENTRIES

Phonebook entries appear alphabetically.

1. Press  on the cordless handset or **PHONEBOOK** on the telephone base when idle to show the first entry in the phonebook.
2. Press ▲/▼ to browse through the entries.

ALPHABETICAL SEARCH

1. Press  on the cordless handset or **PHONEBOOK** on the telephone base when idle to show the first entry in the phonebook.
2. Use the dialing keys to enter the letter associated with the name. For example, if you have the entries named Jennifer, Jessie, Kevin and Linda in your phonebook, press 5 (JKL) once to see Jennifer (when Jennifer displays, press ▼ to see Jessie), twice to see Kevin, or three times to see Linda. If necessary, press ▲/▼ to browse.

EDIT A PHONEBOOK ENTRY

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 40). Press **SELECT** on the cordless handset or **EDIT** on the telephone base.
2. Edit the number, then press  on the cordless handset or **NEXT** on the telephone base.

3. Edit the name, then press  on the cordless handset or **SAVE** on the telephone base.

DELETE A PHONEBOOK ENTRY

To delete the displayed phonebook entry, press **DELETE**. Then press  on the cordless handset or **YES** on the telephone base to confirm. You cannot retrieve a deleted entry.

PHOTO SPEED DIAL

The telephone system has four photo speed dial locations, where you can store the telephone numbers you wish to dial more quickly. You can store up to 30 digits in each location. You must set the speed dial numbers to the corresponding locations before using them.

We recommend you store two contacts that you may need to call more often to photo keys 1 and 2.

STORE A PHOTO SPEED DIAL ENTRY

1. Press  on the telephone base when idle.
2. Press **▲/▼** to scroll to **Photo speed dial**, press **SELECT**.
3. Press **▲/▼** to scroll to the desired speed dial location, then press **SELECT**.
4. Enter a number, then press **NEXT**.
5. Enter a name, then press **SAVE**.

EDIT A PHOTO SPEED DIAL ENTRY

1. Press  on the telephone base when idle.
2. Press **▲/▼** to scroll to **Photo speed dial**, press **SELECT**.
3. Edit the number, then press **NEXT**.
4. Edit the name, then press **SAVE**.

DELETE A PHOTO SPEED DIAL ENTRY

1. Press  on the telephone base when idle.
2. Press **▲/▼** to scroll to **Photo speed dial**, press **SELECT**.
3. Press **▲/▼** to scroll to the location you wish to delete, then press **DELETE**.
4. Press **YES** to confirm.

DIAL A PHOTO SPEED DIAL NUMBER

To dial with the telephone base:

- Press a photo speed dial key to dial the number stored in the corresponding photo speed dial location.

To dial with the pendant (only for model with pendant):

- Press  or  to dial the number stored in the corresponding photo speed dial location.

-OR-

Use the voice command feature to dial (see page 62).

REMINDER

ABOUT THE REMINDER

The reminder feature helps remind you of important events. You can set the reminder to remind you only once, or in daily, weekly or monthly basis. Once you set the reminder, the system will alert you at the reminder time by sending an alert tone on the base or handset. You can stop the alert by pressing the  button on the base or  button on the handset, or pressing the  key on the pendant (for pendant model only) which will play the reminder via the pendant.

ADD A REMINDER

You can store up to 9 reminders in total. Each reminder can be up to four minutes in length. The total storage capacity for the answering machine and reminders is approximately 30 minutes.

To add a reminder with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Reminder**, then press .
3. Press  or  to scroll to **Set reminder**, then press .
4. Enter the month, date and year, then press .
5. Enter the hour and minute, then press  or  to scroll to select **AM** or **PM**, then press .
6. The system announces, “**Record after the tone. Press 5 when you are done.**” After the tone, speak towards the microphone.
7. Press  when done.
8. Press  or  to scroll to the frequency you would like to set, then press .

To add a reminder with the telephone base:

1. Press  when idle.
2. Press  to scroll to **Reminder**, then press **SELECT**.
3. Press  to scroll to **Set reminder**, then press **SELECT**.
4. Enter the month, date and year, then press **NEXT**.
5. Enter the hour and minute, then press  to scroll to select **AM** or **PM**, then press **NEXT**.
6. The system announces, “**Record after the tone. Press SAVE when you are done.**” After the tone, speak towards the microphone.
7. Press **SAVE** when done.
8. Press  to scroll to the frequency you would like to set, then press **SAVE**.

REVIEW REMINDERS

When playback begins, the total number of reminders is announced. Before each reminder, you hear the day and time of the recording. After the last reminder, the screen displays **End of reminder** and you hear, “**End of reminder.**”

To play reminders with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Reminder**, then press .
3. Press  to select **Review**. The reminders play automatically.

To play reminders with the telephone base:

1. Press  when idle.
2. Press  to scroll to **Reminder**, then press **SELECT**.
3. Press **SELECT** to select **Review reminder**. The reminders play automatically.

To play reminders with a pendant (only for model with pendant):

- When the reminder alarm sounds, the  key on the pendant will flash. Press the  key on the pendant to retrieve the reminder.
- Use the voice command feature (see page 62) to review the past and upcoming reminders.

DELETE REMINDERS

During playback:

- Press  on the cordless handset to delete the reminder.
- Press **DELETE X** on the base to delete the reminder.

PHONE SETTINGS

USING THE MENU

You can use the menu of the telephone base or a cordless handset to change the telephone settings.

1. Press **MENU** when idle.
2. Press ▼ or ▲ until the screen displays the desired feature menu.
3. Press  on the cordless handset or **SELECT** on the telephone base to enter that menu.
 - To return to the previous menu, press  on the cordless handset or **CANCEL** or **BACK** on the telephone base.
 - To return to idle mode, press and hold **CANCEL**.

RINGER VOLUME

Telephone base ringer volume:

- Press ▼VOL or ▲VOL when idle.

Handset ringer volume:

- Press VOL+ or VOL- when idle.

Pendant ringer volume:

- Press  when idle.

RINGER TONE

Cordless handset/telephone base ringer tone:

1. Press **MENU** when idle.
2. Scroll to **Ringers**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Ringer tone**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Scroll to sample each ringer tone.
5. Press  on the cordless handset or **SELECT** on the telephone base.

Pendant ringer tone (only for model with pendant):

1. Press **MENU** when idle.
2. Scroll to **Pendant**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Pendant ringer**, then press  on the cordless handset or **SELECT** on the telephone base.

4. Scroll to sample each ringer tone.
5. Press  on the cordless handset or **SELECT** on the telephone base.

SET DATE AND TIME

The answering machine announces the date and time of each message prior to playing it. Before using the answering system or reminder, set the date and time as follows. If you subscribe to a Calling Number Display service, the date and time are set automatically with each incoming call. Make sure the settings are correct so that the reminder feature works properly.

1. Press **MENU** when idle.
2. Scroll to **Set date/time**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Enter the month, date and year, then press  on the cordless handset or **NEXT** on the telephone base.
4. Enter the hour and minute, then scroll to select **AM** or **PM**.
5. Press  on the cordless handset or **SAVE** on the telephone base.

CALLING NUMBER DISPLAY VOICE ANNOUNCE[®]

The voice announce feature lets you know who's calling without having to look at the display.

1. Press **MENU** when idle.
2. Scroll to **AnnC Caller ID**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to the desired option, then press  on the cordless handset or **SELECT** on the telephone base.
 - **Set all On/Off** - Change the setting for all devices.
 - **Local handset** - Change the setting for that handset only.
 - **Base** - Change the setting for the telephone base only.
 - **Pendant** - Change the setting for the pendant only (pendant model only).
4. Scroll to **On** or **Off**, then press  on the cordless handset or **SELECT** on the telephone base.

TALKING DIGIT

You can select the volume or turn off the audible spoken tone that is spoken when you press the dialing key during predialing.

1. Press **MENU** when idle.
2. Scroll to **Settings**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Talking Digit**, then press  on the cordless handset or **SELECT** on the telephone base.

4. Press ▼ or ▲ to choose the volume level, then press  on the cordless handset or **SET** on the telephone base.

CLEAR VOICEMAIL INDICATORS

Use this feature when the telephone indicates that there is new voicemail but there are none. This feature only turns off the indicators, New voicemail and . 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.

1. Press **MENU** when idle.
2. Scroll to **Settings**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Clr voicemail**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Press  on the cordless handset or **YES** on the telephone base.

RENAME BASE/HANDSET

You can create a name for each system handset and the telephone base.

1. Press **MENU** when idle.
2. Scroll to **Settings**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Rename handset** or **Rename base**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Enter the desired name, then press  on the cordless handset or **SAVE** on the telephone base.

KEY TONE

The handset/telephone base is set to beep with each key press. You can set the key tone volume or turn the key tone off for each handset and the telephone base.

1. Press **MENU** when idle.
2. Scroll to **Settings**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Key tone**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Press ▼ or ▲ to choose the volume level, then press  on the cordless handset or **SET** on the telephone base.

USE CALLING NUMBER DISPLAY TO AUTOMATICALLY SET DATE AND TIME

If you subscribe to a Calling Number Display service, the date and time are set automatically with each incoming call. Follow the steps below to turn the CID time sync feature on or off. The default setting is On.

1. Press **MENU** when idle.
2. Scroll to **Settings**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **CID time sync**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Scroll to **On** or **Off**, then press  on the cordless handset or **SELECT** on the telephone base.

QUIET MODE

You can turn on the quiet mode for a period of time (1-12 hours). During this period, all tones (except paging tone) and call screening are muted.

When you turn on the quiet mode, the answering machine turns on automatically. When the quiet mode duration expires, the answering machine remains on.

To set and turn the quiet mode on:

1. Press and hold  on the cordless handset or  on the telephone base when idle. The screen shows **Quiet: _ _ hours** (1-12 hours).
2. Enter the desired duration (1-12), then press  on the cordless handset or **SELECT** on the telephone base.

To turn the quiet mode off:

- While the quiet mode is on, press and hold  on the cordless handset or  on the telephone base.

HAPPY MESSAGE (ONLY FOR MODEL WITH PENDANT)

Happy messages are pendant greeting messages. The default setting is On.

1. Press **MENU** when idle.
2. Scroll to **Pendant**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Happy message**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Scroll to **On** or **Off**, then press  on the cordless handset or **SAVE** on the telephone base.

VOICE COMMAND (ONLY FOR MODEL WITH PENDANT)

You can turn the pendant voice command feature (see pages 62-63) on or off.

1. Press **MENU** when idle.
2. Scroll to **Pendant**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Voice command**, then press  on the cordless handset or **SELECT** on the telephone base.
4. Scroll to **On** or **Off**, then press  on the cordless handset or **SAVE** on the telephone base.

TELSTRA NETWORK SERVICES*

*Subscription and/or usage charges may apply to use these services. Call 132200 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 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 50).

When Telstra's Calling Number Display is active on your service, dialled numbers will be saved in the telephone's call list. Your phone can store the date/time information for up to 50 answered or unanswered calls in the call log. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your phonebook, 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 history.

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 exact telephone number in your phonebook, including area code, 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).

CALL LIST DISPLAY SCREEN MESSAGE

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

Unavailable This caller's number is unavailable.
Private The caller is blocking the telephone 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.

MISSED CALL INDICATOR

When there are calls that have not been reviewed in the call list, the screens display **XX Missed calls**. When you have reviewed all the missed calls, the missed call indicator goes away.

Each time you review a call list log entry marked **NEW** on the cordless handset or **NEW** on the telephone base, the number of missed calls decreases by one.

If you do not want to review the missed calls one by one, press and hold  or  on the cordless handset or **CANCEL** on the telephone base when not in use to clear the missed call indicator. All the entries are then considered old and kept in the call list.

REVIEW THE CALL LIST

Review the call list to find out who called, to return the call, or to copy the caller's name and number into your phonebook.

To review the call list with a cordless handset/the telephone base:

1. Press  on the cordless handset, or press **CALL LOG** on the telephone base when idle.
2. Press  or  to browse.

To review the call list with a pendant:

- Use the voice command feature (see page 63).

SAVE A CALL LIST ENTRY TO THE PHONEBOOK

1. Search for the desired call list entry (see review the call list on page 51).
2. Press  on the cordless handset or **SELECT** on the telephone base to choose an entry.
3. Edit the number, then press  on the cordless handset or **NEXT** on the telephone base.
4. Edit the name, then press  on the cordless handset or **SAVE** on the telephone base.

FLASHING MESSAGE INDICATOR (FMI)

The Telstra 13450 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. After you have listened to your message(s), the  icon will disappear and the indicators on the handsets 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. Scroll to **Settings**, then press  on the cordless handset or **SELECT** on the telephone base.
3. Scroll to **Clr voicemail**, then press  on the cordless handset or **SELECT** on the telephone base.
4. The screen displays **Reset Voicemail Indicator?**, then press  on the cordless handset or **YES** on the telephone base.

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 machine and voicemail, see page 57.

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[®]

While the handset or telephone base is in idle mode, press and hold . The handset or the telephone base will dial 125101.

OR

Press  or  on the handset, or press  or lift the handset on the telephone base, then press and hold . 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 . 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  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 **END** on the telephone base you are currently using.
2. Dial the second phone number.
3. Press and hold  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

- Press and hold .

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 **Message recording time** on page 57). 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.

ANNOUNCEMENT

The telephone is preset with a greeting that answers calls with, “**Hello. Please leave a message after the tone.**” You can use this preset announcement, or replace it with your own.

RECORD YOUR OWN ANNOUNCEMENT

You can record an announcement up to 90 seconds, but any announcement shorter than two seconds will not be recorded.

To record an announcement with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  again to select **Announcement**.
4. Press  again to select **Record annc**. The system announces, “**Record after the tone. Press 5 when you are done.**” After the tone, speak towards the microphone.
5. Press 5 when done.

To record an announcement with the telephone base:

1. Press  when idle, then press **SELECT** to select **Answering system**.
2. Press **SELECT** again to select **Announcement**.
3. Press **SELECT** again to select **Record new annc**. The system announces, “**Record after the tone. Press SAVE when you are done.**” After the tone, speak towards the microphone.
4. Press **SAVE** when done.

ANSWER ON/OFF

The answering system must be turned on to answer and record messages.

When the answering system is turned on, the **ANS**  light on the telephone base turns on and **ANS ON** displays on the cordless handset.

To set answer on/off with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Answer ON/OFF**, then press .
4. Press  or  to scroll to **On** or **Off**, then press .

To set answer on/off with the telephone base:

- Press **ANS**  to turn the answering system on or off.

CALL SCREENING

Use this feature to choose whether incoming messages can be heard over the cordless handset or the telephone base while they are being recorded.

To set call screening on/off with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Ans sys setup**, then press .
4. Press **SELECT** again to select **Call screening**.
5. Press  or  to scroll to **On** or **Off**, then press .

To set call screening on/off with the telephone base:

1. Press  when idle, then press **SELECT** to select **Answering system**.
2. Press  to scroll to **Ans sys setup**, then press **SELECT**.
3. Press **SELECT** again to select **Call screening**.
4. Press  to scroll to **On** or **Off**, then press **SAVE**.

NUMBER OF RINGS

You can choose two, three, four, five or six. With toll saver selected, the answering machine answers after two rings if you have new messages, or after four rings when there are no new messages. This enables you to check for new messages and avoid paying long distance charges when calling from out of your local area.

To set number of rings with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Ans sys setup**, then press .
4. Press  or  to scroll to **# of rings**, then press .
5. Press  or  to scroll to select **6**, **5**, **4**, **3** or **2**, then press .

To set number of rings with the telephone base:

1. Press  when idle, then press **SELECT** to select **Answering system**.
2. Press **▲/▼** to scroll to **Ans sys setup**, then press **SELECT**.
3. Press **▲/▼** to scroll to **# of rings**, then press **SELECT**.
4. Press **▲/▼** to scroll to selectt **6, 5, 4, 3** or **2**, then press **SAVE**.

REMOTE ACCESS CODE

A two-digit security code is required to access the answering machine remotely from any touch-tone telephone. The preset code is **00**. You can set the code from 00 to 99.

To set remote access code with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Ans sys setup**, then press .
4. Press  or  to scroll to **Remote code**, then press .
5. Enter a two-digit number, then press .

To set remote access code with the telephone base:

1. Press  when idle, then press **SELECT** to select **Answering system**.
2. Press **▲/▼** to scroll to **Ans sys setup**, then press **SELECT**.
3. Press **▲/▼** to scroll to **Remote code**, then press **SELECT**.
4. Enter a two-digit number, then press **SAVE**.

MESSAGE ALERT TONE

When the message alert tone is set to **On**, and there is at least one new message, the telephone base beeps every 10 seconds. The message alert tone is preset to **Off**. There is no audible alert at the handset.

To set message alert tone with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Ans sys setup**, then press .
4. Press  or  to scroll to **Msg alert tone**, then press .
5. Press  or  to scroll to **On** or **Off**, then press .

To set message alert tone with the telephone base:

1. Press  when idle, then press **SELECT** to select **Answering system**.
2. Press **▲/▼** to scroll to **Ans sys setup**, then press **SELECT**.
3. Press **▲/▼** to scroll to **Msg alert tone**, then press **SELECT**.
4. Press **▲/▼** to scroll to **On** or **Off**, then press **SAVE**.

MESSAGE RECORDING TIME

You can set the recording time allowed for incoming messages. The message length is three minutes by default.

To set message recording time with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Ans sys setup**, then press .
4. Press  or  to scroll to **Recording time**, then press .
5. Press  or  to scroll to **3 minutes, 2 minutes** or **1 minute**, then press .

To set message recording time with the telephone base:

1. Press  when idle, then press **SELECT** to select **Answering system**.
2. Press  to scroll to **Ans sys setup**, then press **SELECT**.
3. Press  to scroll to **Recording time**, then press **SELECT**.
4. Press  to scroll to **3 minutes, 2 minutes** or **1 minute**, then press **SAVE**.

ANSWERING MACHINE AND VOICEMAIL

Your telephone has separate indicators for two different types of voice messages: those left on its built-in digital answering machine and those left with your telephone service provider's voicemail. Your telephone's built-in digital answering machine messages and voicemail messages are separate. Each alerts you to new messages differently.

- If /**PLAY/STOP** on the telephone base flashes, **XX New messages** displays on the cordless handsets and telephone base, there are new messages in the built-in answering machine. To listen to the messages recorded on your digital answering machine, press /**PLAY/STOP** on the telephone base.
- If  and **New voicemail** display on the cordless handsets, or  and **New voicemail** display on the telephone base, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, press and hold  1 on your handset/telephone base.

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

Using the answering machine and voicemail together:

You can also use your telephone answering machine and voicemail together by setting your built-in answering machine 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 machine is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set your answering machine 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 machine 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 machine can record and store up to 99 messages. Each message can be up to three minutes in length. The total storage capacity for the announcement, messages, memos and reminders is approximately 30 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

CALL SCREENING

To screen a call at the telephone base:

If the answering machine and call screening are on, the announcement and the incoming message broadcast at the telephone base while the call is answered by the answering machine.

Options while a message is being recorded:

- Press **▲/VOL** or **▼/VOL** to adjust the listening volume.
- Press **▶/■ /STOP** to temporarily turn off the feature.
- Press **SILENCE** to temporarily mute the feature.
- Press **SCREEN** to temporarily turn on the feature if it is set to off.

To screen a call at a cordless handset:

If the answering machine and call screening are on, press . The announcement and the incoming message broadcast at the handset while the call is answered by the answering machine.

Options while a message is being recorded:

- Press **VOL+/VOL-** to adjust the listening volume.
- Press **OFF** to temporarily turn off the feature.
- Press  to temporarily turn on the feature if it is set to off.

CALL INTERCEPT

If you want to talk to the caller whose message is being recorded, press  or  on a cordless handset, or  on the telephone base, or lift the corded handset from the telephone base.

TEMPORARILY TURN OFF THE MESSAGE ALERT TONE

If the message alert tone is turned on, the telephone base beeps every 10 seconds when there are new messages. Pressing any telephone base key (except **PAGE**) temporarily silences the message alert tone.

The message alert tone resumes when you receive a new message.

MESSAGE PLAYBACK

To play messages on a cordless handset:

1. Press  when idle.
2. Press  to select **Play messages**.
3. If you have only new or old messages, the messages play automatically.

-OR-

If you have both new and old messages, Press  or  to scroll to **Play new msgs** or **Play old msgs**, then press .

Options during playback:

1. Press **VOL+/VOL-** to adjust the message playback volume.
2. Press **6** to skip to the next message.
3. Press **4** to repeat the message. Press **4** twice to hear the previous message.
4. Press  to delete the playing message.
5. Press  to switch between speakerphone mode and handset mode.
6. Press  to enhance clarity and loudness of message.
7. Press  to call back the caller. The screen displays **Call back?**. Press  to confirm or press  to cancel.
8. Press  to pause the playback and view the caller's information. You can press  or  to call back.

To play messages at the telephone base:

1. Press **PLAY** when idle.
2. If you have only new or old messages, the messages play automatically.

-OR-

If you have both new and old messages, scroll to **Play new msgs** or **Play old msgs**, then press **SELECT**.

Options during playback:

- Press ▲/VOL or ▼/VOL to adjust the message playback volume.
- Press ►►/SKIP to skip to the next message.
- Press ◀◀/REPEAT to repeat the message. Press ◀◀/REPEAT twice to hear the previous message.
- Press X/DELETE to delete the playing message.
- Press ►/■/STOP to stop the playback.
- Press SLOW to reduce the playback speed.
- Press CALL BACK to call back the caller. The screen displays **Call back?**. Press **YES** to confirm or **NO** to cancel.

To play messages at a pendant:

- Use the voice command feature (see page 62).

DELETE ALL OLD MESSAGES

You can only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

To delete all old messages with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Delete all old**, then press .
4. Press  to confirm.

To delete all old messages with the telephone base:

1. Press  when idle, then press **SELECT** to select Answering system.
2. Press ▲/▼ to scroll to **Delete all old**, then press **SELECT**.
3. Press **YES** to confirm.

RECORD, PLAY AND DELETE MEMOS

Memos are your own recorded messages used as reminders for yourself or others using the same answering machine. Play and delete them in the same way as incoming messages.

To record a memo with a cordless handset:

1. Press  when idle.
2. Press  or  to scroll to **Answering sys**, then press .
3. Press  or  to scroll to **Record memo**, then press .
4. The system announces, "**Record after the tone. Press 5 when you are done.**" After the tone, speak towards the microphone.
5. Press **5** when done.

To record a memo with the telephone base:

1. Press **MENU** when idle, then press **SELECT** to select Answering system.
2. Scroll to Record memo, then press **SELECT**.
3. The system announces, "**Record after the tone. Press SAVE when you are done.**" After the tone, speak towards the microphone.
4. Press **SAVE** when done.

REMOTE ACCESS

A two-digit security code is required to access the answering machine remotely from any touch-tone telephone. The preset code is **00**.

1. Dial your telephone number from any touch-tone telephone.
2. Enter the two-digit security code after the announcement and the long beep.
3. The system announces, "**Press star for reminder or press pound to listen to messages.**" Press ***** or **#**.
 - After pressing *****, you can enter one of the following remote commands:

Command	Function
1	Review reminders.
2	Set reminders.
3	End the call.
4	Turn reminder off.

-OR-

- After pressing **#**, you can enter one of the following remote commands.

Command	Function
1	Play all messages.
2	Play new messages.
3	Delete the current message (during playback).
33	Delete all old messages.
4	Repeat the current message (during playback).
5	Stop.
*5	Hear a list of remote commands.
6	Skip to the next message (during playback).
*7	Record a new announcement.
8	End the call.
0	Turn the answering system on or off.

PENDANT VOICE COMMAND (ONLY FOR MODEL WITH PENDANT)

ABOUT VOICE COMMAND

By saying certain commands to the pendant, you can hear information such as the date or time, or call photo speed dial numbers, or even review call log, messages or reminders.

USE VOICE COMMAND

Press **VOICE** on either side of the pendant when the telephone is idle. After you hear a beep, say your command to the pendant.

COMMON COMMANDS

“What can I say?” - To hear a list of voice commands.

“What time is it?” - To hear the current time.

“What is the date?” - To hear the current date.

“Call speed dial X.” - To call a photo speed dial number.

“Intercom all.” - To send out intercom request to all devices.

“Cancel.” - To return to idle mode.

REMINDERS

Press **VOICE** and say “**Review reminders.**”

During the playback, press **VOICE** and say one of the following commands:

“What can I say?” - To hear a list of voice commands.

“Skip reminder.” - To skip to the next reminder.

“Repeat reminder.” - To repeat the reminder.

“Stop.” - To stop the reminder playback.

“Cancel.” - To continue the reminder playback.

ANSWERING MACHINE MESSAGES

Press **VOICE** and say “**Review messages.**”

During the playback, press **VOICE** and say one of the following commands:

“What can I say?” - To hear a list of voice commands.

“Skip message.” - To skip to the next message.

“Repeat message.” - To repeat the message.

“Slow playback.” - To slow down the message playback.

To resume normal playback, press **VOICE** and say “Play normal.”

“Stop.” - To stop the message playback.

“Delete.” - To delete the current message.

“Cancel.” - To continue the message playback.

CALL LIST

Press **VOICE** and say “**Review call log.**”

During the playback, press **VOICE** and say one of the following commands:

“What can I say?” - To hear a list of voice commands.

“Skip call log.” - To skip to the next call log entry.

“Repeat call log.” - To repeat the call log entry.

“Stop.” - To stop the call log entry playback.

“Cancel.” - To continue the call log entry playback.

“Call back.” - The system will ask, “Would you like to call XXX?”

- Say “Yes” to call the number.
 - Say “No” to return to the playback.
-

If you do not say the command within five seconds, or the system does not understand your command, the system will say, “Sorry, I didn’t catch that. Please press the voice command button and try again.”

HELP

My telephone doesn't work at all.

- Make sure the power cord is securely plugged in.
- If there are backup batteries in the telephone base, make sure they are correctly installed.
- Make sure you plug the battery connector securely into the cordless handset.
- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- Charge the pendant for at least 3 hours. For optimum daily performance, return the pendant to the pendant charger when not in use (For pendant model only).
- Make sure you turn the pendant on before use.
- If the battery is completely depleted, charge the handset or the pendant for at least 30 minutes before use.
- Reset the telephone base. Unplug the electrical power. Take out the back-up batteries if necessary. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset, pendant and telephone base to reset.
- You may need to purchase a new handset battery.

I cannot get a dial tone.

- Try all the suggestions above.
- Move the cordless handset or the pendant closer to the telephone base. You may have moved out of range.
- If the previous suggestions do not work, disconnect the telephone base from the telephone jack 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.
- Your line cord may be defective. Try installing a new line cord.

I cannot dial out.

- Try all the suggestions above.
- Make sure you have a dial tone before dialing. The cordless handset or the pendant may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances might cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before

dialing, or dial from another room with less background noise.

- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your service provider for more information.

My cordless handset/pendant isn't performing normally.

- Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different, working electrical outlet without a wall switch.
- Move the cordless handset or the pendant closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and reinstall the backup batteries. Allow up to one minute for the cordless handset/pendant and telephone base to reset.
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Out of range OR Base no power appears on my cordless handset.

- Ensure you plug the telephone base in properly and the power is on.
- Place the cordless handset closer to the telephone base for synchronization.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Take out the back-up batteries if necessary. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

The handset battery does not accept charge while in the handset charger.

- If the cordless handset is in the handset charger and the charge light is not on, refer to The charge light is off on page 68.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use.
- You may need to purchase a new battery.

The pendant battery does not accept charge while in the pendant charger (pendant model only).

- If the pendant is in the pendant charger and the pendant status light is not on, refer to The charge light is off on page 68.
- Charge the battery in the pendant for at least 3 hours. For optimum daily performance, return the pendant to the pendant charger when not in use.
- If the battery is completely depleted, charge the pendant for at least 30 minutes before use.

I get noise, static, or weak signals even when I'm near the telephone base.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and Calling Number Display problems as a result of DSL interference. 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 can cause interference with your cordless phone. Try installing your phone 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 a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not 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 in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

I experience poor sound quality when using the handset speakerphone.

- For increased sound quality while using the handset speakerphone, place the handset on a flat surface with the dialing keys facing up.

I hear other calls while using my phone.

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

The telephone does not ring when there is an incoming call.

- Make sure that the ringer is not off.

- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack.
- Make sure you plug in the power cord securely.
- Make sure the backup batteries are correctly installed if necessary.
- The cordless handset/pendant may be too far from the telephone base.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- Charge the pendant for at least three hours. For optimum daily performance, return the pendant to the pendant 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 might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, contact your telephone service provider (charges may apply).
- Other electronic products can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Remove and install the cordless handset battery again. Place the cordless handset in the handset charger. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord may be defective. Try installing a new line cord.

My calls cut in and out while I'm using my cordless handset/pendant.

- Other electronic products can cause interference with your cordless phone. Try installing your phone 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 does not 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 other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

The charge light is off.

- Make sure you plug the power and line cords in correctly and securely.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and reinstall the backup batteries. Allow up to one minute for the cordless handset/pendant and telephone base to reset.
- Clean the charging contacts on the cordless handset/pendant and the handset/pendant charger each month with a pencil eraser or cloth.
- Make sure that the handset battery is installed properly.

My Calling Number Display isn't working properly.

- 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 (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and Calling Number Display problems resulting from DSL interference. 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 from your telephone service provider. Calling Number Display feature works only if both you and the caller are in areas offering Calling Number Display service, and if both telephone service providers use compatible equipment.

The messages on the answering machine are incomplete.

- If a caller leaves a very long message, part of it may be lost when the answering machine disconnects the call after the preset recording time.
- If the caller pauses for too long, the answering machine stops recording and disconnects the call.
- If memory on the answering machine becomes full during a message, the answering system stops recording and disconnects the call.
- If the caller's voice is very soft, the answering machine may stop recording and disconnect the call.

The messages are very difficult to hear.

- Press **▲/VOL** on the telephone base, or **VOL+** on the cordless handset, or **VOL+** on the pendant to increase the listening volume.

The answering machine does not answer after the correct number of rings.

- Make sure that the answering machine is on. **ANS ON** should show on the cordless handset and **ANS**  light on the telephone base should be on.
- If toll saver is activated, the number of rings changes to two when you have new messages stored.
- If the memory is full or the machine is off, the machine will answer after 10 rings.
- In some cases, the answering machine is affected by the ringing system used by your telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering machine answers before your voicemail answers. To determine how many rings activate your voicemail, 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 machines.

The telephone does not respond to remote commands.

- Make sure you enter your remote access code correctly.
- 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 announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press dialing keys firmly.

The answering machine does not record messages.

- Make sure that the answering machine is on. **ANS ON** should show on the cordless handset and **ANS**  light on the telephone base should be on.
- Make sure the memory of the answering machine is not full.
- If you subscribe to voicemail service, change the number of rings so that your answering machine answers before your voicemail answers. To determine how many rings activate your voicemail, 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 machines.

The answering machine announces “Time and day not set.”

- You need to reset the system clock.

The outgoing announcement is not clear.

- When you record your announcement, make sure you speak in a normal tone of voice, about 20 centimeters from the handset or telephone base.
- Make sure there is no background noise (TV, music, etc.) while recording.

New voicemail and show on the cordless handset and New voicemail and show on the telephone base and I don't know why.

- Your telephone has both a built-in answering machine and voicemail indication. If New voicemail and  appear on the cordless handset, and New voicemail and  appear on the telephone base, then your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from them. 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 machine and voicemail indication. They are independent features and each alerts you to new messages differently. If you subscribe to voicemail service from your telephone service provider, contact your telephone service provider for more information on how to access your voicemail.

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 and remove AAA non-rechargeable batteries.
2. Disconnect the cordless handset battery.
3. Wait a few minutes.
4. Connect power to the telephone base and re-install AAA non-rechargeable batteries.
5. Re-install the cordless handset battery and place the handset into the cordless charger.
6. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

TecHelp line 1300 369 193

Call TecHelp:

- if you are having difficulties using your Telstra 13450.
- if you need a replacement battery or mains power lead.

GENERAL INFORMATION

REPLACING THE HANDSET BATTERY

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

This is a standard sign of wear and the battery will need replacing. Replacement rechargeable Nickel Metal Hydride (NiMH) batteries can be purchased from TechHelp line on 1300 369 193 your local electrical retailer. Slide off the battery compartment cover and remove existing battery. Insert the new battery and replace the compartment cover until it clicks into place.

SAFETY

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable battery supplied. Spare rechargeable batteries can be purchased from TechHelp on 1300 369 193 or your local electrical retailer.
- Do not open the handset (except to replace the handset battery) 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.
- Disconnect telephone line from base when replacing back-up batteries.

Please note

Telstra accepts no responsibility for damage caused to your Telstra 13450 handset by using any other type of battery.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Dispose of batteries as per local / state requirements.

CLEANING

Simply clean the 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 battery is being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique / veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your 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 13450 has a REN of 1.0. 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 TechHelp 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 TechHelp 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 TECHHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193

Email address: tcpsupport_au@vtech.com

Statutory Rights

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

FOR MORE INFORMATION CALL:
TECHELP ON 1300 369 193 OR
EMAIL: TCPSUPPORT_AU@VTECH.COM

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