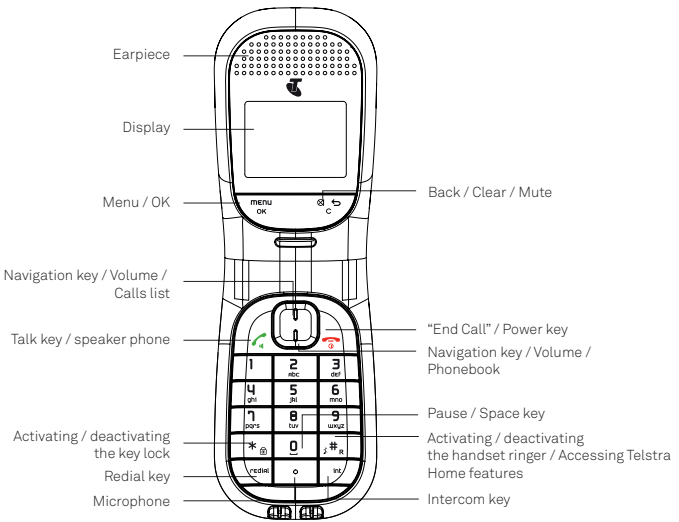
TELSTRA COLOMBO NEUE DECT CORDLESS PHONE

USER GUIDE

IT'S HOW WE CONNECT

GETTING TO KNOW YOUR PHONE

Overview of your handset



Symbol	Function
menu OK	**Menu / OK** -Enter the main menu. Select the option displayed on screen. Confirm menu option – **OK** is displayed on screen.
▲	**Navigational key / Volume / Call list** - For scrolling up. Access to answered and missed calls. In call volume adjustment during calls.
	Talk key/Speakerphone - Make or answer a call. Activate and deactivate hands-free during a call.
*	**Asterisk key / Keypad lock** - For entering asterisks. In standby mode press and hold to lock/unlock the keypad.
redial	**Redial –** Open the redial list.

Clear / Mute / Back - Delete characters while entering text. Mute / unmute the microphone during a call. Returns to previous menu step ⮌ is displayed on the screen.

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

Navigational key / Volume / Phonebook - For scrolling down. Access to phonebook. In call volume adjustment during calls.

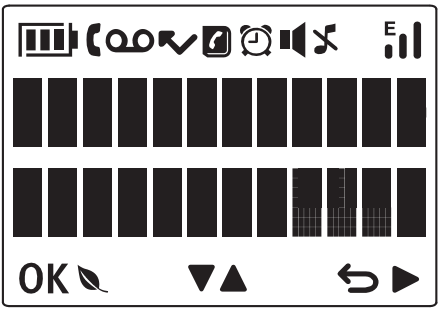
Alphanumerical keypad - For dialling telephone numbers.

Hash key - Press and hold down to switch handset ringer on/off. For entering the hash symbol. When entering names, switch between upper and lower case lettering. Press and hold to use Recall feature when connected to a PABX, and with some Telstra Calling Features e.g. Call Waiting

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

Intercom - Press to make an internal call.

Handset display



Display icons

On when the line is in use.
Flashes when there is an incoming call.

Flashes when you have new voicemail messages.[2]
Off when you have no new voicemail messages.

Flashes when you have missed calls and new number(s) are in the Call list.[1]

Phonebook is open.

The alarm clock has been set.

Hands-free mode is activated.

Handset ringer is off.

Steady when the handset is registered and within range of the base.
Disappears when the handset is out of range and flashes when searching for the base.

Displays when Eco mode is on. (Not available if 2 or more handsets are registered to the base unit.

Displays when Zero emit is on.

The approximate power levels of your battery are indicated as below:

Battery is fully charged.

Battery is partially charged.

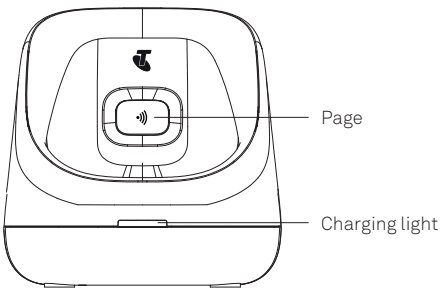
Battery is running low.

Battery is almost empty. The battery icon will flash and emit a warning beep every 2 minutes during a call.

[1]For this feature to work, you must subscribe to Telstra's Calling Number Display Service. A subscription fee may be payable.

[2]This feature is dependent on Telstra supporting the service. A subscription fee may be payable.

Overview of the base



Symbol	Function
•))	**Paging key** -Press •)) on the base, all handsets ring. Press •)) again to cancel the paging call or press any key on the handset to stop the paging call. Press and hold to enter registration mode.
	Charging light -Lights up when the handset is on the base.

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SAFETY PRECAUTIONS

Your new Telstra Colombo Neue handset is intended for use within Australia for connection to the public telephone network. Please read the safety precautions and user guide carefully before installing the telephone.

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

Caution: Warning/danger statement, follow safety precautions!

- The ambient temperature must be between 5 °C and 40 °C.
- Please note that the ringer for incoming calls as well as signal tones are emitted on the handset loudspeaker. Do not therefore hold the handset close to your ear while one of these functions is on, otherwise your hearing may be affected.
- Use only the following supplied power supply:
  MN-A703-A145
- This product requires an electrical supply of 100 - 240 volts AC.
- The mains power plug must always be easily accessible.
- To disconnect the device from mains, separate the plug from the wall socket first.

Rechargeable batteries

Use the two supplied rechargeable batteries:
1.2V AAA 550mAh by Sanik or High Power

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

Product dimensions and weight

Handset: (L) 162.7 x (W) 51.4 x (H) 34.4 / 103.5g

Base: (L) 71.0 x (W) 73.7 x (H) 74.0 / 70.8g

Charger: (L) 71.0 x (W) 73.7 x (H) 74.0 / 52.5g

Please NOTE:

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

- In the event of a power cut or if the batteries are discharged, your cordless telephone will not function!
- The handset must not be charged up without batteries or the battery cover in place.
- Do not touch open contacts.

Small Metal Objects

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

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

Environmental impact

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

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

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

GETTING STARTED

IMPORTANT

Do not place your Colombo Neue in the bathroom or other humid areas.

Location

You need to place your Colombo Neue base within 2 metres of the mains power socket and telephone wall socket so that the cables will reach. The socket-outlet should be installed near the equipment and should be easily accessible.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Colombo Neue works by sending radio signals between the handset and base. The strength of the signal depends on where you place the base. Putting it as high as possible ensures the best signal.

Handset range

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

Signal strength

The icon on your handset indicates that you are within range of the base. When out of range of the base, the icon disappears. If you are on a call, you will hear a warning beep.

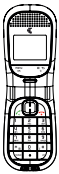
If you are on a call, the line will hang up if the handset moves out of range of the base. Move back within range. The handset will automatically re-connect to the base.

Setting up

IMPORTANT

The base station must be plugged into the mains power at all times. Use only the power adaptor and telephone line cord supplied with the product.

Contents of the package


Handset

Mains power adaptor

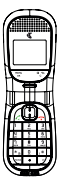
Base

Telephone line cord (pre-installed)

2 x AAA rechargeable batteries (already in handset)

User guide

Contents for each additional handset (multi-packs only)

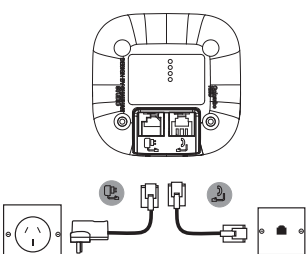

Handset

Mains power adaptor

Charger

2 x AAA rechargeable batteries (already in handset)

Connecting the base

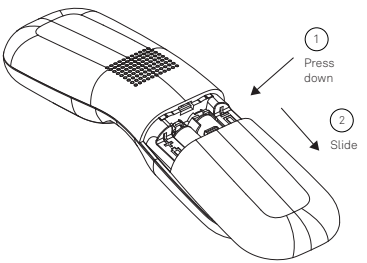


1. Plug the telephone line cord into the socket marked on the underside of the base.
2. Plug the power adaptor into the socket marked on the underside of the base and plug the other end into the mains power wall socket. Switch on the mains power.

Power up the handset

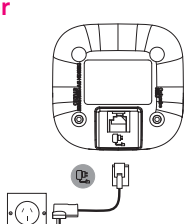
1. The bottom part of the handset contains a battery compartment for housing two type AAA batteries.

2. Remove the battery cover from the back of the handset and insert the 2 x AAA NiMH rechargeable batteries supplied. Please note the '+' and '-' markings inside the battery compartment and insert in the correct direction.



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

Connecting the charger



1. Plug the power adaptor into the socket marked on the underside of the charger and plug the other end into the mains power wall socket. Switch on the mains power.

Charging the batteries

If the battery charge status has reached its lower limit, the battery symbol ( ) flashes in the display and a warning signal is heard. You have only a few minutes of talk time left.

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

You can use the telephone for up to 15 hours with fully charged batteries. The handset has a standby time of up to 200 hours.

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

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

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

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

Date and time

If you have subscribed to a Caller ID service and Auto Clock is set to on, see “Switch auto clock on / off” on page 26, the date and time is set automatically for all handsets when you receive your first call. If Auto Clock is set to off the time and date does not set automatically.

If you do not have a Caller ID service, you can set the date and time manually.

1. Press menu ok, scroll ▼ to **Clock/Alarm** and press menu ok.
2. **Date & Time** is displayed. Press menu ok.
3. Enter the date using the format DD-MM-YY e.g. 04/12/15 for 4 December 2015 and press menu ok.
4. Enter the time using the 24 hour format **HH:MM**, e.g. 14:45 for 02.45pm and press menu ok.
5. Press ☎ to return to standby.

Navigating the menus

The basic steps of navigating through the menu and on-screen options.

1. From the standby screen, press menu ok.
   The main menu is opened.
2. Use the key for up (▲) or down (▼) to scroll through the menu.
3. Soft key options **OK** and ⮌ are displayed.
   Press menu ok to select **OK** and open a sub-menu or validate an option.
   Press ⌫ c ⮌ to go back to previous menu level, correct a character or cancel an action.
4. Press ☎ to return to standby.

NOTE

If you do not press any button on the handset for 30 seconds the display will automatically return to standby. It will also return to standby when the handset is placed on the base or charger.

Menu layout

Phonebook

- List Entry

  When no entry is stored **List empty** *is shown, if entries are stored scroll to the required entry and press* **OK**.

  - Edit
  - Delete
- New Entry
- Delete All
- Direct Mem

Clock/Alarm

- Date & Time
- Set Alarm
- Alarm Tone
- Auto clock

Personal Set

- Handset Tone
  - Ring Volume
  - Ring Melody
  - Key Tone
  - Docking tone
- Handset Name
- Auto Pick-Up
- Auto Hang-Up
- Language
- Backlight

Advanced Set

- Call List
- Conference
- Auto prefix
  - Digit Detect
  - Prefix Num.
- Recall Time
- Register
- Unregister
- PIN
- Reset
- ECO Mode
  - Zero Emit
  - Range select

MAKING AND RECEIVING CALLS

Make a call

1. Press .
2. Dial the telephone number.

Pre-dial

1. Enter the phone number (maximum 24 digits). If you make a mistake press .
2. Press to dial the phone number entered.

Dial direct memory numbers 1 to 9

1. Press and hold a key from 1 to 9 until the number is displayed and dialled.

NOTE

To store a direct memory number see "Store a direct memory number" on page 21.

Call from the phonebook

1. Press ▼. The first entry in the phonebook is displayed.
2. Scroll ▲ or ▼ to the entry you want.
3. Press to dial the number.
4. Press again to dial over hands-free.

NOTE

Instead of scrolling to browse the phonebook entries, press the numeric key corresponding to the first letter of the entry you wish to locate. For example, pressing will show the entries starting with A. Pressing twice will show the entries starting with B, etc...

Call from the Call list

NOTE

You need to subscribe to a Caller ID service to be able to see the caller's number in the Call list. See "Calls list" on page 22 for more details.

1. Press ▲ to enter the **Call List**. The most recent call is displayed.
2. Scroll ▲ or ▼ to the entry you want.
3. Press to dial the number.
4. Press again to dial over hands-free.

Answer a call

1. When the phone rings and flashes in the display, press to answer the call.

2. Press again to answer the call via hands-free.
3. To switch between hands-free and the earpiece press .

IMPORTANT

When the phone is ringing, avoid holding the earpiece too close to your ear as it may damage your hearing.

NOTE

If auto pick-up is on, see "Auto pick up" on page 28, simply lift up the handset from its base to answer the call. The default setting is Off, for all default settings, see "Default settings" on page 33.

An incoming call has priority over other events. Whenever there is an incoming call, other operations in progress such as phone settings, menu navigation, etc. will be ended.

Adjust volume

1. During a call, press ▲ or ▼ to adjust the earpiece volume. The level is shown in the handset display.
2. During a hands-free call, press ▲ or ▼ to adjust the hands-free volume. The level is shown in the handset display.

Mute

Mute the microphone so that you can talk to someone else in the room without your caller hearing you.

1. During a call, press . The microphone is muted and **Mute On** is displayed.
2. Press again to turn the microphone back on.

End a call

1. Press .

After you hang up, the duration the phone is off-hook is displayed for 2 seconds.

NOTE

If auto hang-up is on, see "Auto hang up" on page 28, simply replace the handset on the base to end the call. The default setting is **On**.

Switch handset on/off

1. Press and hold to switch the handset on or off.

Intercom

This feature is only available when there are at least 2 registered handsets. It allows you to make internal calls, transfer external calls from one handset to another and use the conference option.

Call another handset

1. Press **int**.
   - If you have two handsets, the other handset is called automatically.
   - If more than two handsets are registered to the base, the first handset number is displayed. Scroll ▼ to the number of the handset you want to call and press MENU OK or press *🔒 to ring all handsets.
2. Press ☎ to hang up.

NOTE

If the handset does not belong to Colombo Neue range, this function may not be available.

Transfer an external call to another handset

1. During an external call, press **int**.
   Your caller is put on hold.
2. Scroll ▼ to the number of the handset you want to call and press MENU OK or press *🔒 to ring all handsets.
   If there are only two handsets, the other handset is called automatically.
3. When the other handset answers, announce the caller then press ☎ to transfer the call. If the other handset does not answer, press **int** to talk to your caller again.

Three-party conference call

1. During an external call, press **int**.
   Your caller is put on hold.
2. Scroll ▼ to the number of the handset you want to call and press MENU OK or press *🔒 to ring all handsets.
   If there are only two handsets, the other handset is called automatically.
3. When the other handset answers, announce the call then press and hold **int** to connect both calls. If the other handset does not answer, press **int** to talk to your caller again.
4. Press ☎ to hang up.

Voicemail

If you have subscribed to Telsra's voicemail service (if available), your Colombo Neue displays 📼 when you have a new message.[1]

NOTE

You can turn off the 📼 icon. When viewing the Call list, press and hold 5 ⏭.

[1]This feature is dependent on your Telsra supporting the service. A subscription fee may be payable.

PHONEBOOK

The Colombo Neue handset phonebook can store up to 100 names and numbers.

Numbers can be up to 24 digits long and names up to 12 characters long. Entries are stored in alphabetical order.

Dial phonebook entries

1. Press ▼. Display shows the first entry.
2. Scroll ▲ or ▼ to the entry you want.
   Or
   To search alphabetically, press ▼ then press the key with the first letter of the name, e.g. if the name begins with N, press 6 mno twice.

   The display shows the first entry beginning with N. If required, press ▲ or ▼ to scroll to the exact entry.
3. Press to dial the entry displayed.

Store an entry

1. Press menu OK. **Phonebook** is displayed.
2. Press menu OK. Scroll ▼ to **New Entry**.
3. Press menu OK. **Enter Name** is displayed.
4. Enter a name and press menu OK.
5. Enter a number. Press menu OK to save.
6. Press to return to standby.

NOTE

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

Entering names

Use the alphanumeric keypad to enter names in the phonebook.
For instance to enter the name Paul.

P	Press 7 pqrs once
A	Press 2 abc once
U	Press 8 tuv twice
L	Press 5 jkl three times

To enter a space press 0.

Press C to delete a character or press and hold C to delete all characters.

Character map

Use the keypad to enter names and characters.

Key	Case	Assigned characters and symbols
1	L / U	1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § ...
2 abc	L	a b c 2 à â æ á ã ä å **ą ā** ç **č**
	U	A B C 2 À Â Æ Á Ã Ä Å **Ą Ā** Ç **Č**
3 def	L	d e f 3 è é ê ë **ė ę ē** Δ **Φ**
	U	D E F 3 È É Ê Ë **Ė Ę Ē** Δ **Φ**
4 ghi	L	g h i 4 **ğ** í ì **ï į ī ı Γ**
	U	G H I 4 **Ğ** Í **Ï Į Ī İ Γ**
5 jkl	L	j k l 5 **Λ**
	U	J K L 5 **Λ**
6 mno	L	m n o 6 ñ ó ô õ ö ò
	U	M N O 6 Ñ Ó Ô Õ Ö
7 pqrs	L	p q r s 7 ß **ş** š **Π Θ Σ**
	U	P Q R S 7 **Ş Š Π Θ Σ**
8 tuv	L	t u v 8 ù ú ü **ū ų µ**
	U	T U V 8 Ù Ú Ü **Ū Ų**
9 wxyz	L	w x y z 9 ø **Ω Ξ Ψ** ž
	U	W X Y Z 9 Ø **Ω Ξ Ψ** Ž
0 _	L / U	Space . 0 , / : ; “ ‘ ! ¡ ? ¿ * + - % \ ^ ~ |
* #R	L / U	Press and hold to switch between ABC, abc, Abc

Enter a pause

If your Colombo Neue is connected to a switchboard, you may need to enter a pause in a stored number. This gives the switchboard time to get an outside line. A pause is normally stored after the switchboard access code (e.g. 0)

1. When storing a number, press and hold 0 _ until the display shows **P.** You can then continue storing the phone number.

View an entry

In standby:

1. Press ▼.
2. Enter the first letter of the name to search alphabetically then scroll ▲ or ▼ to the exact entry. The name is displayed.
3. Press ⌫ c to display the number. If there are more than 12 digits, press ⌫ c again to see the rest of the number.
4. Press ☎ to return to standby.

During a call:

1. Press MENU OK to open the phonebook menu.
2. Enter the first letter of the name you want then scroll ▲ or ▼ if necessary to the exact name. Press ⌫ c to display the number. If there are more than 12 digits, press ⌫ c again to see the rest of the number.
3. Press ☎ to cancel the phonebook display.
4. Press ☎ again to end the call.

Edit an entry

1. Press ▼.
2. Scroll ▲ or ▼ to the entry you want to edit and press MENU OK. **Edit** is displayed. Press MENU OK again.
3. Edit the name and press MENU OK to confirm. Use ⌫ c to delete characters.
4. Edit the number. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Delete an entry

1. Press ▼.
2. Scroll to the entry you want to delete and press MENU OK.
3. Scroll ▼ to **Delete** and press MENU OK.
4. Display shows **Confirm?**. Press MENU OK.
5. Press ☎ to return to standby.

List entry

You can also view, edit and delete an entry through the phonebook menu.

1. Press MENU OK twice to open the phonebook menu.
2. **List Entry** is displayed, press MENU OK.
3. You can now follow the instructions in the previous sections from step 2.

Delete all entries

1. Press MENU OK twice.
2. Scroll ▼ to **Delete All** and press MENU OK.
3. Display shows **Confirm?**. Press MENU OK.
4. Press ☎ to return to standby.

Store a direct memory number

1. Press MENU OK twice.
2. Scroll ▼ to **Direct Mem** and press MENU OK.
3. **Key 1** is displayed. Press MENU OK.
   If no number is stored **No Entry** is displayed. If a number is stored the name will be displayed.
4. Scroll ▼ to **Key X**, where **X** is the keypad number where the entry will be stored. Press MENU OK.
5. **Add** is displayed. Press MENU OK.
6. The first phonebook entry is displayed. Enter the first letter of the name to search alphabetically then scroll ▲ or ▼ to the exact entry, then press MENU OK.
7. Press ☎ to return to standby.

NOTE

Only numbers that have been stored in the phonebook can then be stored as direct memory numbers.

To dial direct memory numbers, see “Dial direct memory numbers 1 to 9” on page 15.

Delete a direct memory number

1. Press MENU OK twice.
2. Scroll ▼ to **Direct Mem** and press MENU OK.
3. **Key 1** is displayed. Press MENU OK.
   If no number is stored **No Entry** is displayed. If a number is stored the name will be displayed.
4. Scroll ▼ to **Key X**, where **X** is the keypad number where the entry is stored. Press MENU OK.
5. Scroll ▼ to **Delete**. Press MENU OK.
6. **Confirm?** is displayed. Press MENU OK.
7. Press ☎ to return to standby.

CALLER ID AND CALL LIST

If you have subscribed to Caller ID and provided the identity of the caller is not withheld, the number of the caller will be displayed together with the date and time of the call.

NOTE

If the caller's number is stored in your phonebook along with a name, the name will be displayed along with the date and time of the call.

Information about incoming calls will vary by country and network operator. Some operators may charge a subscription for their Caller ID service.

If the number is unavailable, **Unavailable** will be displayed.

If the caller has withheld their number, **Withheld** will be displayed.

If the call is from a payphone, **Payphone** will be displayed.

Call list

The Call list contains details of missed and received call. Details include the date and time of the call. Entries are displayed in chronological order with the most recent call at the top of the list.

NOTE

- When the Call list is full, a new call replaces the oldest in the list.
- The received and missed Call list holds details of up to 50 calls.
- When you have missed calls (incoming calls that you haven't answered) the icon will flash on the display on all handsets registered to the base.
- If one handset is used to view the Call list, the icon on the other handsets will disappear (Multipack user only).

View the Call list

1. Press ▲ to enter the **Call List**.
   - The most recent number or name if stored in the phonebook is displayed. Missed calls are marked with icon flashing.
2. Scroll ▲ or ▼ through the Call list.
   - Press to see the number. If the number has more than 12 digits, press to see the rest of the number.
3. Press to return to standby.

NOTE

The icon stops flashing once all missed calls have been viewed.

Dial from the Call list

1. Press ▲ to enter the **Call List**. The most recent call is displayed.

2. Scroll ▲ or ▼ to the entry you want.
3. Press to dial.

Save a number from the Calls list to the phonebook

1. Press ▲ to enter the **Call List**. The most recent call is displayed.
2. Scroll ▲ or ▼ to the number you want.
3. Press MENU OK, **Save Number** is displayed.
4. Press MENU OK. **Enter Name** is displayed. Use the keypad to enter the name.
5. Press MENU OK then the number is displayed, the user can then edit the number if required, then press MENU OK to save the number.
6. Press to return to standby.

Delete a Call list entry

1. Press ▲ to enter the **Call List**. The most recent call is displayed.
2. Scroll ▲ or ▼ to the number you want.
3. Press MENU OK then scroll ▼ to **Delete** and press MENU OK.
4. Display shows **Confirm?**. Press MENU OK to confirm.
5. Press to return to standby.

Delete entire Call list

1. Press ▲ to enter the **Call List**. The most recent call is displayed.
2. Press MENU OK then scroll ▼ to **Delete All** and press MENU OK.
3. Display shows **Confirm?**. Press MENU OK to confirm.

The Colombo Neue lets you redial any of the last 10 numbers called. Numbers can be up to 24 digits long.

Redial the last number

1. Press redial. The last number dialled is displayed.
   - If the number is stored in the Phonebook, the name is displayed. Press C to see the number. If the number has more than 12 digits, the display shows ▶ and the cursor blinks. Press C to see the rest of the number.
2. Press to dial.

View and dial a number in the redial list

1. Press redial. The last number dialled is displayed.
   If required, scroll ▲ or ▼ to display the number you want.
2. Press to dial the number.

Copy a redial number to the phonebook

1. Press redial and scroll ▲ or ▼ to the entry you want and press menu OK.
2. Display shows **Save Number**. Press menu OK.
3. Enter the name and press menu OK.
4. Edit the number if required and press menu OK.
5. Press ☎ to return to standby.

Delete a redial list entry

1. Press redial. Scroll ▲ or ▼ to display the number you want.
2. Press menu OK and scroll ▼ to **Delete** then press menu OK.
3. Display shows **Confirm?**. Press menu OK to confirm.
4. Press ☎ to return to standby.

Delete entire redial list

1. Press redial then press menu OK.
2. Scroll ▼ to **Delete All** and press menu OK.
3. Display shows **Confirm?**. Press menu OK to confirm.

CLOCK AND ALARM

If you subscribe to your network's Caller ID service and Auto clock is set to on, the time on your Colombo Neue will be set automatically each time you receive a call.

You can also set or adjust the time using the **Clock/Alarm** menu.

Set date and time

1. Press menu ok, scroll ▼ to **Clock/Alarm** and press menu ok.
2. Display shows **Date & Time**, then press menu ok.
3. Enter the date using the format DD-MM-YY e.g. 04/12/15 for 4 December 2015 and press menu ok.
4. Enter the time using the 24 hour format **HH:MM**, e.g. 14:45 for 02.45pm and press menu ok.
5. Press ☎ to return to standby.

Set alarm

1. Press menu ok, scroll ▼ to **Clock/Alarm** and press menu ok.
2. Scroll ▼ to **Set Alarm** and press menu ok.
3. Scroll ▲ or ▼ to **Off**, **On Once** or **On Daily** and press menu ok.
4. If you select **On Once** or **On Daily**, enter the time using the 24 hour format **HH:MM**, e.g. 14:45 for 02.45pm and press menu ok.
5. Press ☎ to return to standby.
   When the alarm goes off, press any key to stop the ring.

NOTE

Once the alarm is set to on, the ⏰ icon is displayed.

The alarm will ring at the medium level. **Alarm On** and the ⏰ will flash on the display.

Set alarm melody

There are 3 alarm melodies.

1. Press menu ok and scroll ▼ to **Clock/Alarm**.
2. Press menu ok.
3. Scroll ▼ to **Alarm Tone** and press menu ok.
   The current melody is played.
4. Scroll ▲ or ▼ to select a melody.
5. Press menu ok to confirm.
6. Press ☎ to return to standby.

Switch auto clock on / off

If you have subscribed to a Caller ID service, the date and time will be set on all your handsets whenever a call is received. This feature can be set to On or Off.

1. Press MENU OK, scroll to **Clock/Alarm** and press MENU OK.
2. Scroll ▼ to **Auto clock** and press MENU OK.
3. Scroll ▼ to **On** or **Off** then press MENU OK to confirm.
4. Press ⏻ to return to standby.

PERSONAL SETTINGS

Handset tones

IMPORTANT

When the phone is ringing, avoid holding the earpiece too close to your ear as it may damage your hearing.

Ring volume

Choose from 5 levels and off.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. **Handset Tone** is displayed. Press MENU OK.
3. **Ring Volume** is displayed. Press MENU OK.
4. Scroll ▲ or ▼ to adjust the ringer volume level.
5. Press MENU OK to save the settings.
6. Press ☎ to return to standby.

Ring melody

Choose from 10 ringer melodies.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. **Handset Tone** is displayed. Press MENU OK and scroll ▼ to **Ring Melody**. Press MENU OK.
3. Press ▲ or ▼ to select the melody.
   A sample of the melody is played.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Key tones on/off

When you press a key on the handset you hear a beep. You can switch these beeps on or off.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. **Handset Tone** is displayed. Press MENU OK and scroll ▼ to **Key Tone**. Press MENU OK.
3. Scroll ▲ or ▼ to select **On** or **Off.**
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Docking tones on/off

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. **Handset Tone** is displayed. Press MENU OK and scroll ▼ to **Docking tone**. Press MENU OK.
3. Scroll ▲ or ▼ to select **On** or **Off.**
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Handset name

Personalise your handset, with a name or location for example Peter or Bedroom. Maximum 10 characters.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. Scroll ▼ to **Handset Name** and press MENU OK. The current name is displayed.
3. Press C to delete the current name.
4. Enter the name you want – maximum 10 characters and press MENU OK to save.
5. Press ☎ to return to standby.

Auto pick up

With auto pick up switched on, you can answer a call by simply lifting the handset off the base or charger. If switched off, you will have to press ✆ to answer a call. The default setting is **Off**.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. Scroll ▼ to **Auto Pick-Up**. Press MENU OK.
3. Scroll ▲ or ▼ to select **On** or **Off**.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Auto hang up

With Auto hang up switched on, you can end a call by simply replacing the handset on the base or charger. If switched off, you have to press ☎ to hang up. The default setting is **On**.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. Scroll ▼ to **Auto Hang-Up**. Press MENU OK.
3. Scroll ▲ or ▼ to select **On** or **Off**.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Display language

You can change the display language.

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. Scroll ▼ to **Language**. Press MENU OK.
3. Scroll ▲ or ▼ to select the language you want.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Backlight on/off

1. Press MENU OK, scroll ▼ to **Personal Set** and press MENU OK.
2. Scroll ▼ to **Backlight**. Press MENU OK.
3. Press ▲ or ▼ to select **On** or **Off**.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Keypad lock

Prevent accidental dialling while carrying the handset by locking the keypad. While the keypad is locked, you can answer incoming calls as normal.

1. Press and hold *.
   The display shows **Keys Locked** .
2. To unlock the handset, press and hold * again.

ADVANCED SETTINGS

Call list

You can set Call list type to All calls or Missed calls only. If All calls is selected, press ▲ in idle to view all calls. If Missed calls is selected, press ▲ in idle to view missed calls only.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. **Call List** is displayed. Press MENU OK.
3. Scroll ▲ or ▼ to **All calls** or **Missed calls**.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Conference

When the feature is set to Auto, if handset 1 is on line with an external caller, handset 2 can seize the line and immediately join the call with handset 1 and the external caller.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **Conference**. Press MENU OK.
3. Scroll ▲ or ▼ to **Auto** or **Off**.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

Auto prefix

You can set the Colombo Neue to detect a dialling number and replace it with another number. The number to be detected can be up to 5 digits long. It can be replaced with a number up to 10 digits.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **Auto prefix**. Press MENU OK.
3. **Digit Detect** is displayed.
4. Enter the number you want to be detected and press MENU OK.
5. **Prefix Num**. is displayed.
6. Enter the number you want it replaced with and press MENU OK.
7. Press ☎ to return to standby.

Recall time

This setting is useful to access certain network and PABX/switchboard services.

The default Colombo Neue recall time is suitable for the Telstra network. It is unlikely that you should need to change this setting unless advised to do so.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **Recall Time**. Press MENU OK.
3. Press ▲ or ▼ to select the setting you want: **Short**, **Medium**, **Long**.
4. Press MENU OK to confirm.
5. Press ☎ to return to standby.

NOTE

The functionality of your Colombo Neue cannot be guaranteed on all PABX.

Registration

Up to 4 handsets can be registered to one base station. Additional handsets must be registered to the base before you can use them.

- The Master PIN is required before you can register or unregister handsets. The default PIN is 0000.

Register a handset

At the base:

1. Press and hold the •)) button on the base for 5 seconds. You have 120 seconds in which to register a handset.

On the handset:

1. If the handset is not register to a base press MENU OK, then enter the base PIN and press MENU OK.
2. If the handset is already register to a base, press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
3. Scroll ▼ to **Register** and press MENU OK.
4. When the display shows **PIN**, enter the base PIN and press MENU OK.
   When the handset registers with the base, it is assigned a handset number.

De-register a handset

Use one handset to delete another. You cannot delete the handset that you are using.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **Unregister** and press MENU OK.
3. Enter the 4 digit master PIN and press MENU OK.
   Display shows the first registered handset number.
4. Scroll ▲ or ▼ to select the handset you want to delete and press MENU OK.

PIN

The 4-digit master PIN is used when registering or de-registering a handset and when changing some settings on your Colombo Neue. The default setting is 0000. You can change this PIN for more security.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **PIN**. Press MENU OK.
3. Enter the new PIN and press MENU OK.
4. Re-enter the new PIN and press MENU OK to confirm.
5. Press ☎ to return to standby.

NOTE

Make a note of your PIN. If you forget your PIN you will need to reset your product.

Reset

This will reset your Colombo Neue to its default settings.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **Reset**. Press MENU OK.
3. **Confirm?** is displayed. Press MENU OK.

NOTE

Entries stored in the phonebook are retained.

Eco mode

If you have a Colombo Neue with only one handset registered to the base the phone offers an Eco mode function which reduces the transmitted power and energy consumption when switched on. This feature is set to **Off** by default.

You can set the range of the Eco mode, e.g. when in a larger building set the range to **House** and the handset shouldn't lose its link with the base when Eco mode is turned on.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.

2. Scroll ▼ to **ECO Mode** and press MENU OK.
3. Press ▲ or ▼ to highlight **Range select** then press MENU OK.
4. Scroll to the required range either **House**, **Apartment** or **Room** and press MENU OK. To switch ECO mode off select **Off**.
5. Press ☎ to return to standby.

A confirmation beep is emitted and when the range is set and the E icon shows on the display.

NOTE

If you have 2 or more handsets registered to the base this feature is not available, if you select **Range select** you will just hear a double beep.

Zero emit

When Zero emit is activated and the unit has been idle for 1 minute the transmitted power between the handset and the base will stop, an incoming call or pressing any key will activate the unit and it will revert back to the normal mode. This feature is set to **Off** by default.

1. Press MENU OK, scroll ▼ to **Advanced Set** and press MENU OK.
2. Scroll ▼ to **ECO Mode** and press MENU OK.
3. **Zero Emit** is displayed, press MENU OK.
4. Press ▲ or ▼ to select **On** or **Off**. Press MENU OK to confirm.
5. Press ☎ to return to standby.

A confirmation beep is emitted and when Zero emit is set to On and the icon shows on the display.

Default settings

Key tone	On
Auto pick up	Off
Auto hang up	On
Phonebook	Unchanged
Call list	Empty
Redial list	Empty
Master PIN	0000
Keypad lock	Off

HELP

The icon is not scrolling during charge

- Bad battery contact – move the handset slightly.
- Dirty contact – Clean the battery contact with a cloth moistened with alcohol.
- Battery is full – no need to charge.

No dialling tone

- No power – check the connections. Reset the phone: unplug and plug back in the mains.
- Batteries are empty – charge the batteries for at least 24 hours.
- You are too far from the base – move closer to the base.
- Wrong line cable – use the line cable provided.
- Line adaptor (when needed) is not connected to the line cord – connect the line adaptor (when needed) to the line cord.

Poor audio quality

- The base is too close to electrical appliances, reinforced concrete walls or metal door frames – move the base at least one metre away from any electrical appliances.

The icon is blinking or has disappeared

- Handset is not registered to the base – register the handset to the base.
- You are too far from the base – move closer to the base.

No ring tone

- The ring tone is deactivated.
- Increase the volume.

Caller ID service does not work

- Check your subscription with your network operator.

A phonebook entry cannot be stored

- The phonebook is full. Delete an entry to free memory.

No display

- Try recharging the batteries.
- Try disconnecting and connecting the base power supply.
- If LED is not lit up, then try disconnecting and connecting the base power supply.

Unable to register another handset

- Maximum number of 4 handsets has been reached.
- The display shows **Searching**. You must unregister a handset in order to register a new one.

Noise interference on your radio or television

- Your base or charger may be too close. Move it as far away as possible.

APPENDIX

Care

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

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

Disposing of the rechargeable battery

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

Warranty conditions

Your Telstra Colombo Neue comes with a manufacturer's warranty of 24 months from the date of purchase.

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

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

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

telstra.com/fix

crowdsupport.telstra.com.au

13 22 00