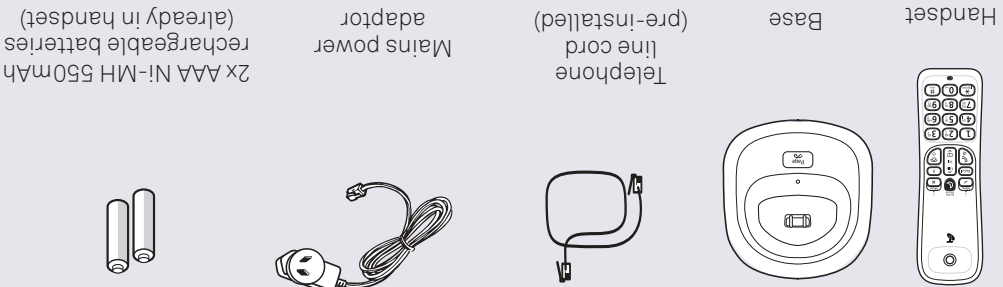


GETTING TO KNOW YOUR TELSTRA EASY CONTROL 101 CORDLESS PHONE

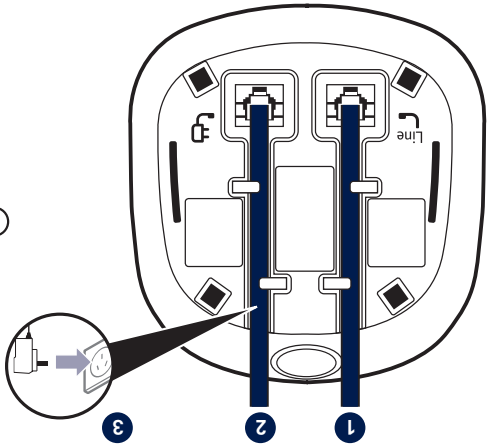
IT'S HOW
WE CONNECT



What's in the box

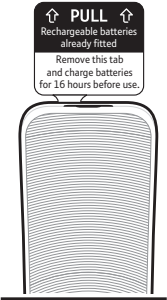


1 Plug in



Important: Only use the mains power adaptors, cables and rechargeable batteries supplied in this box, or this product may not work. Any replacement rechargeable batteries must be the same type. Telstra accepts no responsibility for damage caused to your phone by using any other type of batteries.

- 1 Activate the batteries by pulling the plastic tab away from the bottom of the handset.
- 2 The handset will check for a link with the base station. Once found, follow the prompt to set the date and time.
- 3 Place the handset on the base to charge the batteries for **16 hours**.



Your Easy Control 101 is ready to use.

If you need to remove the batteries, open the battery compartment cover and using the finger hole, grip the batteries and gently pull them out.

Important: you should charge the batteries for 16 hours before using the handset for the first time.



3 Using your phone

Making and receiving calls

Make and end a call Press green then dial the phone number. Press red to end the call.

Answer a call

If Auto-Pick-Up is set to **On**, lift the handset from base to answer the call. If Auto-Pick-Up is set to **Off**, lift the handset from base and press green to answer the call.

Mute

Press during a call. Press to return to your caller.

- Press to open the main menu, scroll through using or . When the menu you want is displayed, press the sub menus and press to select.
- and buttons let you select options displayed above the buttons on the display.
- Use to exit a menu or go back.
- If no buttons are pressed for 30 seconds the handset will return to the idle screen.

Using the menu

Cleaning

Clean the handset and base (or charger) 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 static shock.

Technical Information

How many telephones can I 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 one telephone line. Your Telstra Easy Control 101 has a REN of 0.2. A total REN of 3 is allowed. If the total REN of 3 is exceeded, the telephones may not ring. With different telephone types, there is no guarantee of ringing, even when the REN is less than 3.

Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).

Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.

Never insert objects of any kind into the product vents as that may result in fire or electric shock.

Unplug this product from the wall outlet before cleaning.

Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Do not disassemble this product. If service or repair work is required, contact the customer service helpline found in this user guide.

Do not overload wall outlets and extension cords.

Avoid using during an electrical storm. Use a surge protector to protect the equipment.

Do not use this phone to report a gas leak, especially if you are in the vicinity of the gas line.

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.

Warning

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

View or dial a number in Call list

- 1 The Call list stores details of the last 50 incoming calls.
- 2 Press [Calls]. Press [Calls] or [Up] to scroll through the list.
- 3 Press [Call] to dial the number.

Nuisance Call Blocking

Block an incoming call according to your blacklist

- 1 Press [Menu], scroll down to **Call Block** and press [Menu] again. Enter the PIN (default 0000).
- 2 Scroll to **Blacklist** and press [Menu].
- 3 **Block Mode** is displayed. Press [Menu].
- 4 Scroll to the setting you require, either **Block all**, **Allow VIP** or **Block List** and press [Menu].
- 5 Scroll [Calls] or [Up] to display **Always On** or **Start & end** and press [Menu]. If you select **Start & end**, enter the block call start time and press **OK**, then enter the end time and press **OK**.

Block incoming calls from a number in your Call list

- 1 Press [Calls] to enter the Call List. Then scroll to the entry you want to block and press [Menu].
- 2 Scroll down to **Call Block**, press [Menu].
- 3 Screen will show the number that will be blocked. Press [Menu] and number will be blocked.

Nuisance Call Blocking

Block an incoming call by prefix in your Call list

- 1 Press [Menu], scroll down to **Call Block** and press [Menu] again. Enter the PIN (default 0000).
- 2 Scroll to **Blacklist** and press [Menu].
- 3 Scroll to **Block number** and press [Menu].
- 4 Scroll to **Add new** and press [Menu].
- 5 **Enter number** is displayed. Enter the required number, for example to block Overseas calls you can then enter 0011 which is the prefix for Overseas calls. Enter 0011 then press [Menu] to save the prefix. You will hear the confirmation beep.

To activate the call block feature using the prefix you just entered:

- 1 Press [Menu], scroll down to **Call Block** and press [Menu] again. Enter the PIN (default 0000).
- 2 Scroll to **Blacklist** and press [Menu].
- 3 **Block Mode** is displayed. Press [Menu].
- 4 Scroll to **Block list** and press [Menu].
- 5 **Always on** is displayed. Press [Menu] to save.
- 6 You will hear the confirmation beep.

Important: The call block feature will not work if the Block Mode is set to Off.

Handset buttons and display icons

Phonebook open

New missed call received

Voicemail received
Flashing – new voicemail received.
Steady - voicemail has been listened to.

Line is in use
Flashing – incoming call.

Battery charge status
Empty and flashing when needs recharging.

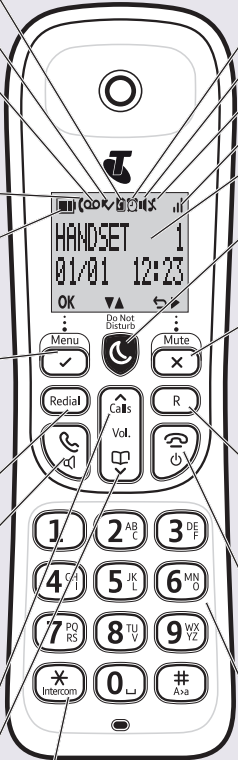
Menu / Left option button
Press to enter the main menu, access sub-menus and confirm options.

Redial
Open redial list.

In standby mode, make/receive phone calls.
In talk mode switch handsfree on/off.

Enter Calls list.
Move up through menu options.
Increase volume.

Access your stored phonebook.
Move down through menu options.
Decrease volume.



Alarm is set

Handsfree on

Handset ringer off

Signal strength

Handset name

Do Not Disturb (DND)
In standby mode, press to turn DND setting on or off.

Mute / Right option button
Press to confirm the option above the button, to delete or go back to the previous screen. Press during a call to mute your mic.

R (Recall) used on network services like, Call Waiting, Call Forward and 3-way Chat. Press and hold to enter a pause (P) when dialling.

End a call.
Press and hold to turn handset on/off.

1 to 9 Speed dial buttons
When a direct memory number is stored, in standby, press and hold to dial a stored speed dial number.

Using the keypad

When entering letters you may need to press the same button a few times until the letter you want is displayed, e.g. press **2** once for **A**, twice for **B**, three times for **C**
To enter a space, press **0**.
To toggle between upper and lower case characters, press and hold **#**.

Phonebook

Store entry in phonebook (up to 50)

- 1 Press [Menu], then press [Menu] again. Scroll [Up] to **New Entry**, press [Menu].
- 2 Enter name using keypad and press [Menu].
- 3 Enter phone number and press [Menu] to save.
- 4 **Add to VIP?** is displayed. Press [Menu] if you want to add to your VIP list, otherwise press [Mute]. **Saved!** is displayed.

To save a number to your phonebook from the Calls list, press [Calls]. Scroll to the number and press [Menu]. **Save Number** is displayed, press [Menu]. Enter name and press [Menu]. Edit the number if required, press [Menu] to save.

Dial entry in phonebook

- 1 From the home screen, press [Up].
- 2 Scroll [Calls] or [Up] to display the entry and press [Call] to dial.

Handset volume and sound

Incoming speech volume

During a call, press [Calls] or [Up] to increase or decrease the volume of your caller's voice.

Handset ringer volume

- 1 Press [Menu], scroll [Up] to **Personal Set**, press [Menu].
- 2 **Handset Tone** is displayed, press [Menu].
- 3 **Ring Volume** is displayed, press [Menu].
- 4 Scroll [Calls] or [Up] to adjust the volume, press [Menu] to save.

Handset ringtone

- 1 Press [Menu], scroll [Up] to **Personal Set**, press [Menu].
- 2 **Handset Tone** is displayed, press [Menu].
- 3 Scroll [Up] to **Ring Melody**, press [Menu].
- 4 Press [Calls] or [Up] to hear ringtones, press [Menu] to save.

Need some help?

If you need help, call us on 13 22 00. You can also go to <https://www.telstra.com.au/support/category/home-phone> for online support

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

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

Connecting to the NBN™

If you need help connecting your cordless phone to the NBN call us on 1800 834 273 or go to www.telstra.com.au/NBNgatewaysetup

Troubleshooting

Most problems can be fixed with a few simple checks.

Problem	Solution
Phone doesn't work	Have you activated the batteries correctly? Check that the mains power is correctly connected.
No dial tone	Only use the cables supplied. Make sure the telephone line cord is plugged in correctly.
You have a dial tone, but the phone will not dial out	If you are connected to a switchboard, check whether you need to dial an access code.
Handset not charging	Make sure the handset is turned on before placing on the base or charger to charge.
Can't make or receive calls	Check that the mains power is correctly connected. The batteries may need recharging.
Phone ringer does not ring	Check if ringer volume is switched off. Check if Call Block or DND is not active or switched on. When DND is switch on DoNotDisturb is displayed.

General information Guarantee

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>

How to recycle your equipment

When the Telstra Easy Control 101 reaches its end of life, it needs to be disposed of according to local laws and regulations, please contact the customer service helpline found in this user guide for information on how to dispose of the product free of charge.

Important safety instructions

Follow these safety precautions when using your phone to reduce the risk of fire, electric shock, and injury to persons or property:

Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.

Do not use while wet or while standing in water.