

TELSTRA 12200 / 12250 DECT CORDLESS PHONE / 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 12200 DECT Cordless Telephone / Telstra 12250 DECT Cordless Telephone with Answering Machine.

- Phonebook - lets you store up to 70 contact numbers for easy dialling.
- Telstra's Calling Number Display* lets you see who's calling. Your phone stores details of the last 10 callers in a Call list.
- Answering machine, with up to 15 minutes digital recording time and helpful voice prompts (Telstra 12250 only).

* IMPORTANT

You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Call list. See page 44 for more details.

IMPORTANT

This product features Power Fail Back-Up. During a mains power interruption you can supply the power stored in the handset battery to the base unit, so you can make calls - see pages 32-34 for further details.

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 12200 / 12250 provides:

- Digital clarity
- Digital range
- Digital security

This product has been designed and tested for Australian conditions for use with Telstra's network.

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

NEED HELP?

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

HEARING AID?

Please note that the Telstra 12200 / 12250 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

GOT EVERYTHING?

The package contains the following items:

- Telstra 12200 / 12250 handset
- Telstra 12200 base unit / 12250 answering machine base unit
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug
- 1 NiMH rechargeable battery
- 1 User Guide

If you have purchased a Telstra 12200 / 12250 multi-handset pack you will also have the following for each additional handset:

- Telstra 12200 / 12250 handset
- Telstra 12200 / 12250 charger
- 1 NiMH rechargeable battery
- AC power adaptor (for the charger)

Note: If you have purchased a 12250 multi-handset pack, you will need to register your additional handset(s). Please refer to the registration instructions included with these items.

IN THIS GUIDE

Important safety instructions 10

Getting started 11

Location 11

Setting up 11

Wall mounting 13

Battery low warning 14

Battery performance 14

Setting up for multi packs 14

For each additional handset and charger 15

Using your Telstra 12200 / 12250 phone on a broadband ADSL line? 16

Date and time 16

Set date and time manually 16

Getting to know your phone 17

Handset buttons 18

Handset display 20

Base (Telstra 12250 version) 21

Base (Telstra 12200 version) 24

Navigating the menus 25

Menu layout 25

Keystroke table 26

Using the phone 27

Switch on/off the handset 27

Make a call 27

Preparatory dialling 27

Post dialling 27

Call from the Phonebook 27

Search alphabetically for Phonebook entries 27

Call from the Call List 28

Out of range warning 28

Answer a call 28

Answer a call in handsfree mode 29

Adjust earpiece and loudspeaker volume 29

Temporary ringer silencing 29

Mute a call 30

End a call 30

Call timer 30

Set the silent mode 30

Lock keypad 30

Redial 31

Redial a number from the Redial List 31

Store a redial number into the Phonebook 31

Delete a redial number 31

Delete the entire Redial List 31

Find handset (Paging) 32

Power fail back-up	32
Make a call using Power Fail Back-Up mode	33
Answer a call using Power Fail Back-Up mode	34
Phonebook	35
Store a number entry in the Phonebook	35
Review an entry	36
Dial an entry	36
Edit a Phonebook entry	36
Delete a Phonebook entry	37
Delete the entire Phonebook entries	37
Check Phonebook status	37
Settings	38
Handset settings	38
Alarm	38
Set the ringer melody for external calls	39
Set the ringer melody for internal calls	39
Set the ringer volume	40
Set alert tones	40
Rename the handset	40
Set the auto answer	41
Date and time settings	41
Set the date format	41

Base settings	41
Set the ringer melody of the Base (for Telstra 12250 only)	41
Set the ringer volume of the Base (for Telstra 12250 only)	42
Set the flash time	42
Change the system PIN code	42
Reset your phone	43
Telstra network services*	44
Calling Number Display	44
Call List	44
Call list display screen messages	44
View call details	45
Save a call list entry to the Phonebook	45
Delete an entry in the Call List	46
Delete the entire Call List entries	46
Set the category	46
Flashing Message Indicator (FMI)	46
Telstra Home Messages 101 [®] or MessageBank [®]	47
To call Telstra Home Messages 101 [®] or MessageBank [®]	47
Call Waiting	47
3-Way Chat	47
To put existing call on hold and make a new call then to 3-Way Chat	47
To split a 3-Way Chat or switch between callers	47

Answering machine (Telstra 12250 only)	48
Using the answering machine from the handset	48
Switch the answering machine on / off	48
Play messages	48
Delete all old messages	49
Record and play memos	49
To record a memo	50
To play memo	50
Answer machine settings	50
Set the answer mode	50
Record your own outgoing message (OGM)	51
Play the OGM	51
Delete the personalized OGM	52
Set the answer delay	52
Set the recording time of incoming message	52
Turn on or off the base screening	53
Remote access	53
Change the 4-digit remote access PIN	53
Activate or deactivate the remote access	54
Change the compression rate	54
Access your answering machine remotely	54
Call screening	56
Using the answering machine at the base	56
Switch on / off	56
Play messages	56

Additional handsets (Multi handset packs only)	57
Intercom another handset	57
Call all handsets	57
Transfer an external call to another handset	57
Make a 3-way conference call	58
Registration	58
Easy registration for additional handset	58
Register an additional handset through the menu	59
Deregister a handset	59

Help	60
-------------	-----------

General information	64
Replacing the handset batteries	64
Safety	64
Cleaning	65
Environmental	65
How many telephones can you have?	66

Customer service & product warranty	67
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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 battery / primary cell 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 plug is inserted correctly.
13. Do not immerse the battery in water, and do not place it in a fire.
14. Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

GETTING STARTED

LOCATION

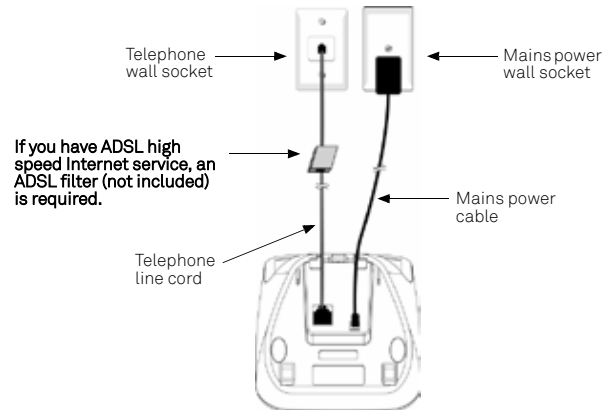
Place your Telstra 12200 / 12250 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Telstra 12200 / 12250 works by sending radio signals between the handset and base. The strength of the signal depends on where you locate the base. Putting it as high as possible ensures the best signal. The maximum range between the base station and the handset is approximately 300 meters.

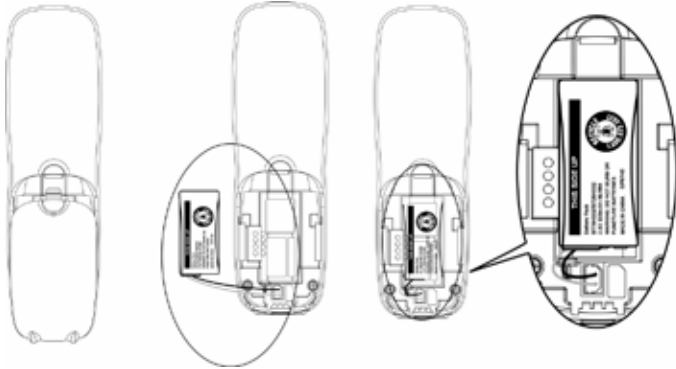
SETTING UP


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

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



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



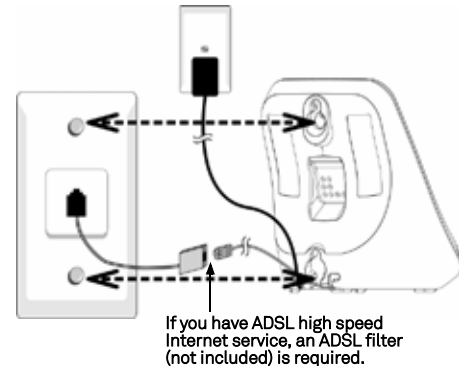
- Place the handset on the base to charge for at least 16 hours. When the handset is fully charged the  will be displayed. The Charging LED lighting up indicates that the handset is properly placed on the base.
- When the battery is fully charged, plug one end of the telephone line cord into the base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

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

WALL MOUNTING

Your Telstra 12200 / 12250 is designed to mount on a standard wall mounting plate. Refer to the steps below to wall mount your Telstra 12200 / 12250 cordless phone:

- Plug the provided line cord and the power cable to the socket at the bottom of the base respectively.
- Thread the line cord and power cable through the corresponding slot. Plug the other end of the line cord and the power cable into the telephone wall socket and the mains power socket respectively.
- Place your Telstra 12200 / 12250 cordless phone over the two retaining screws of your standard Telstra wall mount plate as indicated. Slide the phone downward into position.




WARNING


Do not place your Telstra 12200 / 12250 in the bathroom or other humid areas.

IMPORTANT

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

BATTERY LOW WARNING

If the  icon flashes in the handset display you will need to recharge the handset before you can use it again.

During charging, the  icon will appear to be filling in the display.

BATTERY PERFORMANCE

In ideal conditions, a 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.

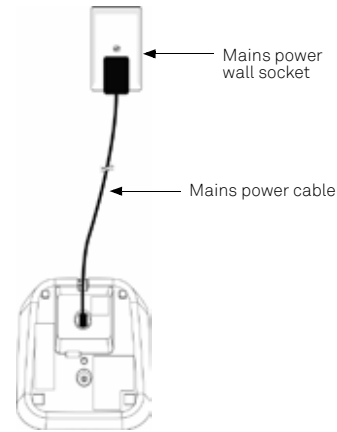
Eventually it will need to be replaced. A replacement battery can be obtained by contacting TechHelp on 1300 369 193 or from your local electrical retailer.


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.

SETTING UP FOR MULTI PACKS

If you have purchased a Telstra 12200 / 12250 multiple pack, you will need to prepare additional handsets and chargers for use.

FOR EACH ADDITIONAL HANDSET AND CHARGER



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

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

GETTING TO KNOW YOUR PHONE

USING YOUR TELSTRA 12200 / 12250 PHONE ON A BROADBAND ADSL LINE?

If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.

DATE AND TIME

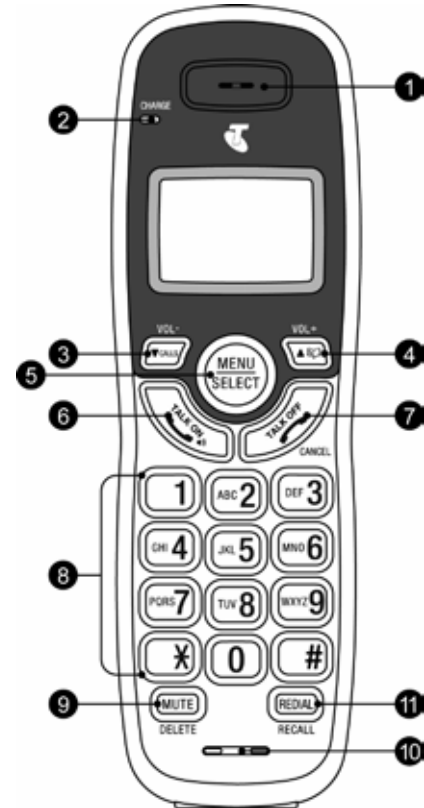
If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically for all handsets when you receive your first call. If you have not subscribed to Telstra's Calling Number Display Service you can set the date and time manually.

Set date and time manually

1. In standby mode, press then or to select **HS SETTINGS**.
2. Press then or to select **DATE & TIME**.
3. Press then or to select **SET TIME**.
4. Press then use the keypad to enter hour and minutes in 12 Hour format.
5. Press then or to select **AM** or **PM**.

Note: Your phone can only allow entering time in 12-hour format.

6. Press then enter the year (last 2 digits, e.g. 12 for 2012).
7. Press then enter the date and month according to **DD-MM-YY** or **MM-DD-YY** format. (To change date format, see page 41.)
8. Press to confirm the settings.



HANDSET BUTTONS

1. EARPIECE

2. CHARGE LED

On when the handset is charging in the telephone base or charger.

3. DOWN / CALL LIST

In idle mode: Press to access the Call List.

In menu mode: Press to scroll down the menu items.

In phonebook list / redial list / call list entry: Press to scroll down the list.

In editing mode: Press to move the cursor to the right.

During a call: Press to decrease the earpiece volume.

During message playing: Press to decrease the speaker volume (For 12250 only).

4. UP / PHONEBOOK

In idle mode: Press to access the Phonebook.

In menu mode: Press to scroll up the menu items.

In phonebook / redial list / call list entry: Press to scroll up the list.

In editing mode: Press to move the cursor to the left.

During a call: Press to increase the earpiece volume.

During message playing: Press to increase the speaker volume (For 12250 only).

5. MENU / SELECT

In idle mode: Press to access the main menu.

In menu / editing mode: Press to confirm and save the settings.

During a call: Press to access intercom / phonebook / redial list / call list.

In phonebook / redial list / call list entry: Press to access the submenu.

During message playing: Press to access the submenu for TAM message (For 12250 only).

6. TALK ON / SPEAKERPHONE

In idle / pre-dial mode: Press to post dial, press again to turn on the speaker, press again to turn off the speaker.

While the handset is ringing: Press to answer the call.

In phonebook / redial list / call list entry: Press to make a call to the selected entry.

During a call: Press to switch between the speaker and the handset.

7. TALK OFF / CANCEL / BACK

In idle mode: Press and hold to power on / off the handset.

During a call: Press to end a call and go back to idle screen.

In menu / editing mode: Press to go back to previous menu level. Or press and hold to go back to idle screen.

While the handset is ringing: Press to silence the ringer temporarily. Press and hold to terminate the alarm if snooze function is set to ON.

During message playing: Press to go back to idle screen (For 12250 only).


8. ALPHANUMERIC KEYPAD, * (STAR), # (HASH)

Press to insert a digit / character / * / #


 key *in idle mode / during a call:* Press and hold to call 125101.

 key *during a call:* Press and hold to access a Call Waiting Call.

 key *during a call:* Press and hold to commence a 3-Way Chat.

 key *in idle mode:* Press and hold to enable or disable the keypad lock.

 key *in Idle mode:* Press and hold to turn on / off the ringer.

 key *in pre-dial / number editing mode / during a call:* Press and hold to insert a pause (P).

9. MUTE / DELETE / INTERCOM

In idle mode: Press to initiate an intercom call.

In pre-dial mode: Press to erase a digit or character.

In editing mode: Press to erase a digit or character. Or press and hold to clear the whole string.

During a call: Press to mute / resume the microphone.

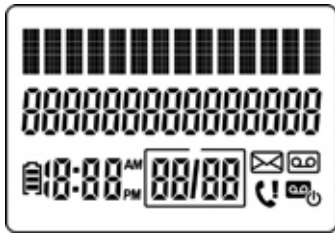
10. MICROPHONE








11. **REDIAL** / **RECALL (FLASH)**





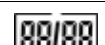
In idle mode: Press to access the Redial List.

In pre-dial / number editing mode / during a call: Press to insert a flash (F).

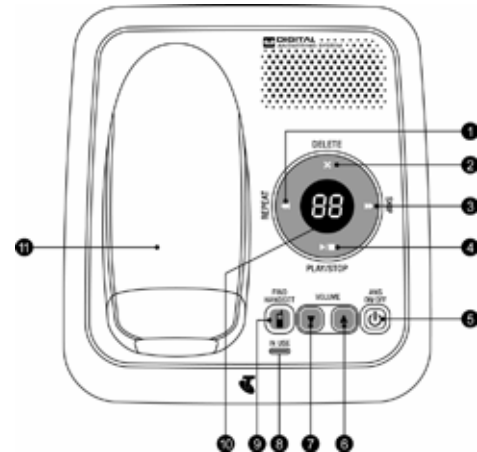
HANDSET DISPLAY



Display icons	Icons can be On (visible), Flashing or Off (not visible)
 (for 12250 only)	On when answering machine is turned on.
 (for 12250 only)	On when new answering machine message is received. Flashes when answering machine message is full.
	Indicates when new call is received.
	On when new voicemail received from the local telephone provider.
	Full battery power level.
	2/3 battery power level.
	1/3 battery power level.

	Flashes when low battery power level is detected, needs charging.
	Animation in cycle. Battery is charging.
	In idle mode, the current time is displayed when time is set. In call list view mode, the time of call is displayed.
	In idle mode, the current date is displayed when date is set. In call list view mode, the date of call is displayed.
	In message playback mode, the counter shows the index of TAM messages in the format "XX/YY" where XX is the index number of the playing message, while YY is the total number of the messages.

BASE (TELSTRA 12250 VERSION)



1. **REPEAT**

Press to repeat playing the current message.

Press twice to playback the previous message.

2. ✕ DELETE

During message playback: Press to delete the current message.

In idle mode: Press twice to delete all previously reviewed messages.

3. ► SKIP FORWARD

During message playback: Press to skip to the next message.

4. ►■ PLAY / STOP

In message playback mode: Press to playback or stop playing messages.

5. Ⓞ ANSWER ON / OFF

Press to switch the answering machine on/off.

6. ▲ VOLUME +

In idle mode / during message playback: Press to increase the speaker volume.

When ringing: Press to increase the telephone base ringer volume.

7. ▼ VOLUME -

In idle mode / during message playback: Press to decrease the speaker volume.

When ringing: Press to decrease the base ringer volume.

8. IN USE LIGHT

Steadily on: When the handset is in use;

Or when the answering system is being accessed by external line remotely,

Flashes slowly: When new message(s) on the answering machine,

Or when the base is in registration mode,

Flashes quickly: When there is an incoming call.

Or when the answering system is answering an incoming call,

Or when the answering machine is playing a message.

9. 📞 PAGE

Press to ring all registered handsets. This is helpful for finding a missing handset. (See page 32)

Also used during registration process. (See page 58)

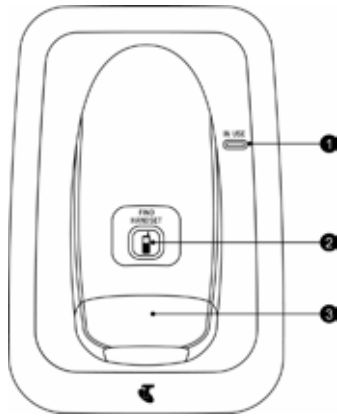
10. 📞 2-digit 7-seg LED Display

Indicates the message status in answering machine.

Display	Description
0F-> --	When answering machine is OFF.
0n-> XX	When answering machine is ON where XX is number of messages in TAM memory.
0	Steadily ON: No voice messages in TAM.
XX	Flashing: There are XX new voice messages received where XX is from 1 to 59.
ZZ	Steadily ON: There are ZZ old voice messages kept in the TAM memory (no new voice messages).
XX/F	Flashing XX alternatively with F: There are XX new voice messages received where XX is from 1 to 59 and the TAM memory is full.
F	Steadily ON: TAM memory is full and there are no new messages, only old messages are kept in TAM memory.
--/XX	Flashing XX alternatively with --: Time is not set and there are XX new voice messages received where XX is from 1 to 59.
--	Flashing --: Time is not set and there are old voice messages kept in the TAM memory only (no new voice messages).
XX	Steadily ON: Playing the current XX incoming old message. Flashing: Playing the current XX incoming new message.
A1/A2	Flashing: Playing the current outgoing message (OGM) where A1 is the ANSWER & RECORD OGM and A2 is the ANSWER ONLY OGM.
XX/A	Flashing XX alternatively with A: XX new incoming message is now recording, A denotes that the incoming message recording is in progress.
LA	Flashing: Remote access is in progress or you are using the answering machine from the handset.
LX	Steadily ON: Indicate the current volume level where X is from 1 to 8 (non-cyclic).

11. CHARGING CRADLE

BASE (TELSTRA 12200 VERSION)



1. IN USE LIGHT

Steadily on: When the handset is in use,

Flashes: When there is an incoming call. Or when the base is in registration mode.

2. PAGE

Press to ring all registered handsets. This is helpful for finding a missing handset. (See page 32)

Also used during registration process. (See page 58)

3. CHARGING CRADLE

NAVIGATING THE MENUS

Your Telstra 12200 / 12250 has an easy to use menu system. Each menu has a list of options, as outlined on the following page. When the handset is switched on and in standby:

1. Press to open the main menu.
2. Press or to move through the available options.
3. Press to select a menu option or the to return to the previous screen, or press and hold to return to standby mode.

MENU LAYOUT

CALL LIST	PHONEBOOK	BS SETTINGS	HS SETTINGS	REGISTRATION	DEFAULT	ANS. MACHINE (FOR 12250 ONLY)
Review Call List	Review Phonebook list	BS RINGER (for 12250 only) RING VOLUME (for 12250 only)	ALARM RING SETUP TONE SETUP RENAME HS AUTO ANSWER DATE & TIME POWER OUTAGE	PIN?	PIN?	MSG PLAYBACK DELETE ALL OLD MEMO TAM ON/OFF TAM SETTINGS
Under a selected Call List entry: ADD TO PB DELETE DELETE ALL CATEGORY	Under a Phonebook entry: ADD VIEW EDIT DELETE DELETE ALL PB STATUS	DELETE HS FLASH TIME CHANGE PIN				

USING THE PHONE



KEYSTROKE TABLE

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the phonebook and renaming your handset. In editing mode, an underscore cursor is displayed to indicate the current entry position. It is positioned at the right of the last character entered.

Upper Case



1	Space 1 @ _ # = < > () & £ \$ ¥ € [] { } □ §
2	A B C 2 Ä Å Á Â Ã Ä Æ Ç
3	D E F 3 É Ê Ë Æ Δ Φ
4	G H I 4 Ğ İ Ì Í Î Ï Γ
5	J K L 5 Λ
6	M N O 6 Ö Õ Ó Ô Õ Ø Ñ
7	P Q R S 7 β § Π Θ Σ
8	T U V 8 Û Ü Ú Û
9	W X Y Z 9 Ý ÿ Ω Ξ Ψ
0	. 0 , / ; : " ' ! i ? ç * + - % \ ^ ~
*	*
#	#

SWITCH ON/OFF THE HANDSET


When the handset is in standby, press and hold  to switch the handset off. To switch the handset on, press and hold .

MAKE A CALL






Preparatory dialling

1. Enter the phone number, maximum 24 digits. If you make a mistake, press  to delete the last digit.
2. Press  to dial the number.




Post dialling

1. Press  to take the line.
2. Enter the number to dial.








Call from the Phonebook

1. In standby mode, press  to access the phonebook list.
OR
Press  then  or  to select **PHONEBOOK**. Press .




Note: The first phonebook entry will be displayed. If there is no entry in the phonebook, it will show "EMPTY".

2. Press  or  to select the desired phonebook entry.
3. Press  to dial the number.




Search alphabetically for Phonebook entries

1. In standby mode, press  to access the phonebook list.
OR
Press  then  or  to select **PHONEBOOK**. Press .
2. Press the numeric key containing the first letter of the name you want. For example, pressing  will show the entries starting with A. Pressing  again will show the entries starting with B, etc.

Call from the Call List

1. In standby mode, press  to access the call list.
OR
Press  to access **CALL LIST**. Press  again.

Note: The first entry in the call list will be displayed. If there is no entry in the call list, it will show **"EMPTY"**.


2. Press  or  to select the desired call list entry.
3. Press  to dial the number.

OUT OF RANGE WARNING

When the handset goes out of range of the base, an audible alert tone will be emitted, and the call will be disconnected if you are on a call. When you move back within range, the handset will automatically reconnect to the base.

ANSWER A CALL

If the handset is not on the charging cradle:




1. When the phone rings, press  to answer a call.

If the handset is on the charging cradle and **AUTO ANSWER** is set to **ON**:

1. When the phone rings, pick up the handset to answer a call.
If you wish to switch **AUTO ANSWER** Off, see page 41. The default setting is **ON**.

Answer a call in handsfree mode

Handsfree lets you talk to your caller without holding the handset to your ear. It also enables other people in the room to join in the conversation over the loudspeaker.

1. When the phone rings, press  then press  again. The call will be transferred to the handset loudspeaker.
2. Press  to switch between the earpiece and loudspeaker.



WARNING

Switching on handsfree mode can suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

Adjust earpiece and loudspeaker volume

There are 5 levels (**VOLUME 1** to **VOLUME 5**) to choose from for each of earpiece and handsfree volume.



During a call:

1. Press  or  to select from **VOLUME 1** to **VOLUME 5**.

TEMPORARY RINGER SILENCING

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

To silence the handset ringer:

Press  on the handset. If you then want to accept the call you can do so from the silenced or any other registered handset by pressing .

Note: Each handset will ring when there is an incoming call unless the ringer volume is turned off. Press  on the handset will only silence the ringer of that particular handset.

MUTE A CALL

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

During a call:

1. Press **MUTE** to turn the microphone off.
2. Press **MUTE** again to cancel the mute function and turn on the microphone.

END A CALL

1. During a call connection, press  to end the call.

OR

Place the handset on the base or charger to end the call.

CALL TIMER

Your handset automatically times the duration of each call. The call timer will display for a few seconds after the call has been ended. It is shown in hours, minutes and seconds format (HH:MM:SS).

SET THE SILENT MODE

In idle mode, press and hold **#** to turn off the handset ringer.

"RINGER OFF" will be displayed on the screen.

In silent mode, press and hold **#** to turn on the handset ringer.

"RINGER OFF" will disappear.

Note: If the display already has another call related message e.g. **"NEW CALL"** then **"RINGER OFF"** will not be displayed.

LOCK KEYPAD


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

1. Press and hold **X**. The display shows **"KEYPAD LOCKED"**.
2. To unlock the keypad, press and hold **X**.

REDIAL




You can redial up to 5 of the last numbers called. If you have stored a name in the phonebook to match with the number, the name will be displayed instead. The most recently dialled number will display at the top of the redial list.

Redial a number from the Redial List



1. In idle mode, press **REDIAL** to access the redial list.
2. Press **▲** or **▼** to select the desired redial list entry.
3. Press  to dial the selected redial number.

Note: If there is no number in the redial list, the display shows **"EMPTY"**.



Store a redial number into the Phonebook

1. Follow Steps 1 and 2 in the section of **Redial a number from the Redial List**.
2. Press **▲** or **▼** to select **ADD TO PB**.
3. Press  then use the keypad to enter the name.
4. Press  then use the keypad to edit the number if necessary.
5. Press **▲** or **▼** to select phonebook melody. The respective melody will be played while you are browsing the melody list.
6. Press  to confirm the setting.

Delete a redial number





1. Follow Steps 1 and 2 in the section of **Redial a number from the Redial List**.
2. Press **▲** or **▼** to select **DELETE**.
3. Press . The display shows **"CONFIRM?"**.
4. Press  to confirm the setting.

Delete the entire Redial List

1. Follow Steps 1 and 2 in the section of **Redial a number from the Redial List**.
2. Press **▲** or **▼** to select **DELETE ALL**.
3. Press . The display shows **"CONFIRM?"**.
4. Press  to confirm the setting.

FIND HANDSET (PAGING)

Paging is a useful way of finding lost handset(s).










1. Press  on the base. All the registered and available handsets will produce the paging tone and display **"PAGING"**.
2. Press , **MUTE** or  on any handset or press  again on the base to stop paging.

Note: If there is an incoming call during paging, the phone will ring with the incoming call instead of paging.

POWER FAIL BACK-UP



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

To set Power Fail Back-Up mode:

1. Press  and  or  to select **HS SETTINGS**.
2. Press  and  or  to select **POWER OUTAGE**.
3. Press  and  or  to select **AUTO, MANUAL** or **OFF**.


4. Press  to confirm the setting.

Notes:


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

Make a call using Power Fail Back-Up mode

If there is only one handset registered to the base:

1. Once the handset is placed onto the main base unit, enter the telephone number, and then press . The speakerphone will be turned on automatically and call is made.
OR



PHONEBOOK

1. Lift up the handset and enter the telephone number.
2. Place the handset back onto the main base unit within 60 seconds.
The speakerphone will be turned on automatically and call is made.
Handset may show **"PLEASE WAIT..."** whilst the handset starts up the base before dialling.
3. To end the call, press .
If there is more than one handset registered to the base, the handset on the main base unit should be left as a power supply of the base and you can use the other handset(s) to make calls like normal.

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

Answer a call using Power Fail Back-Up mode

If there is only one handset registered to the base:






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

Notes:










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

You can store up to 70 names and numbers in the phonebook. Names can be up to 14 characters long and numbers up to 24 digits.

Store a number entry in the Phonebook

1. In standby mode, press  to access the phonebook list.
OR
Press  then  or  to select **PHONEBOOK**. Press .

Note: The first entry in the phonebook will be displayed. If there is no entry stored in the phonebook, it will show **"EMPTY"**.

2. Press  then  or  to select **ADD**.
3. Press  then enter the name using the keypad.
4. Press  then enter the number using the keypad.
5. Press  then  or  to select the desired melody.
6. Press  to save.

Entering names

Use the keypad letters to enter names, e.g. to store **Tom**:

Press **8** once to enter **T**.



Press **6** three times to enter **o**.

Press **6** once to enter **m**.

Writing tips

Press **MUTE** to delete the last character or digit.

Press and hold **MUTE** to delete all characters or digits.

Press  or  to move backward or forward through the characters/digits.

Press and hold **0** to insert a dialling pause (a **P** appears).

Review an entry

1. In standby mode, press . The first entry in the phonebook will be displayed.
2. Press or to browse the phonebook entries.
OR
1. In standby mode, press then or to select **PHONEBOOK**.
2. Press then or to browse the phonebook entries.
3. Press then or to select **VIEW**.
4. Press to review the details of the selected entry.

Dial an entry

1. While in the phonebook list, press or to select the entry you want, or search alphabetically using the alphanumeric keypad (see To search alphabetically on page 27).
2. Press to dial out.

To search alphabetically

Press the relevant keypad button, e.g. for the entries beginning with **T** press once then press or to scroll through the entries.

Edit a Phonebook entry

1. While in the phonebook list, press or to select the entry you want to edit.
2. Press then or to select **EDIT**.
3. Press then use the keypad to edit the name (if applicable).
4. Press then use the keypad to edit the number (if applicable).
5. Press then or to edit the melody (if applicable).
6. Press to save.

Delete a Phonebook entry

1. While in the phonebook list, press or to select the entry you want to delete.
2. Press then or to select **DELETE**.
Press . The display shows **"CONFIRM?"**.
Press to confirm or to cancel.

Delete the entire Phonebook entries

1. While in the phonebook list, press then or to select **DELETE ALL**.
2. Press . The display shows **"CONFIRM?"**.
Press to confirm or to cancel.

Check Phonebook status

1. While in the phonebook list, press then or to select **PB STATUS**.
2. Press to view the Memory Status.


SETTINGS










HANDSET SETTINGS

Alarm










You can use this phone to set an alarm clock. When the alarm time is reached, **"ALARM ON"** will flash on the display ringing with the alarm melody for around 45 seconds.

Notes:

- You can press any key to disable the alarm. If however the snooze function is activated, the alarm will sound again at the end of the snooze period of 4 minutes until you go into alarm settings and turn it off.
- Key press is still applicable if handset keypad is locked and when the alarm time is reached.
- The alarm volume level is the same as the settings of the handset ringer volume. If the handset ringer is set to **VOLUME OFF**, the alarm still sounds at **VOLUME 1** level.
- During an external call or an internal call, if an alarm is set and when the alarm time is reached, **"ALARM ON"** will still flash. An alarm tone will be emitted from the earpiece to notify you the alarm time is reached. Once you press any key or press and hold  to disable the alarm, it will revert to the call duration screen.
- During paging or ringing, the alarm will not sound when the alarm time is reached. However, if snooze function is enabled, the alarm will sound again at the end of the snooze period provided that it's not ringing or in paging mode at the end of the snooze period.













- Press  then  or  to select **HS SETTINGS**.
- Press  then  or  to select **ALARM**.
- Press  then  or  to select **ON** or **OFF**.

If **ON** is selected:

- Press  then use the keypad to enter the time.
- Press  then  or  to select **AM** or **PM**.
- Press  to confirm. The display shows the current time and date, and you are prompted to set the snooze function.
- Press  then  or  to select **ON** or **OFF**.
- Press  to confirm the settings.

Set the ringer melody for external calls

You can set the melody to personalize your external ringer. A total of 10 melodies are provided for your selection.













- Press  then  or  to select **HS SETTINGS**.
- Press  then  or  to select **RING SETUP**.
- Press  then  or  to select **EXT. RING**.
- Press  then  or  to select the desired ringer melody.

Note: The respective ringer melody will be played while you are scrolling through the melody list.

- Press  to confirm the setting.

Set the ringer melody for internal calls

You can set the melody to personalize your internal ringer. A total of 10 melodies are provided for your selection.

- Press  then  or  to select **HS SETTINGS**.
- Press  then  or  to select **RING SETUP**.
- Press  then  or  to select **INT. RING**.
- Press  then  or  to select the desired ringer melody.

Note: The respective ringer melody will be played while you are scrolling through the melody list.

- Press  to confirm the setting.

Set the ringer volume

You can set the ringer volume level. A total of 6 ringer volume levels including **VOLUME OFF** are provided for your selection. If **VOLUME OFF** is selected, "**RINGER OFF**" will be displayed on the handset idle screen.

1. Press then or to select **HS SETTINGS**.
2. Press then or to select **RING SETUP**.
3. Press then or to select **RING VOLUME**.
4. Press then or to select the desired ringer volume.

Note: The respective ringer volume will be played during your selection.

5. Press to confirm the setting.

Set alert tones

A single beep is emitted when you press a key. You can turn on or off the key tone. You can also turn on the alert tones when low battery and out of range are detected. Low battery tone will be emitted while you are talking with the phone to alert you that you need to charge up your battery.

1. Press then or to select **HS SETTINGS**.
2. Press then or to select **tone SETUP**.
3. Press then or to select **KEY TONE, BATTERY TONE** or **OUT OF RANGE**.
4. Press then or to turn on or off these tones.
5. Press to confirm the setting.

Rename the handset

1. Press then or to select **HS SETTINGS**.
2. Press then or to select **RENAME HS**.
3. Press then enter the name of your handset.
4. Press to confirm the setting.

Set the auto answer

1. Press then or to select **HS SETTINGS**.
2. Press then or to select **AUTO ANSWER**.
3. Press then or to turn on or off the auto answer feature.
4. Press to confirm the setting.

DATE AND TIME SETTINGS

You will need to set the correct date and time so that you can get to know when you received call list entries. See page 16 to set date and set time manually.

Set the date format

1. Press then or to select **HS SETTINGS**.
2. Press then or to select **DATE & TIME**.
3. Press then or to select **DATE FORMAT**.
4. Press then or to select **DD-MM-YY** or **MM-DD-YY**.
5. Press to confirm the setting.

BASE SETTINGS

The current settings are marked with an asterisk which is displayed at the rightmost of the menu item.

Set the ringer melody of the Base (for Telstra 12250 only)

1. Press then or to select **BS SETTINGS**.
2. Press then or to select **BS RINGER**.
3. Press then or to select from **MELODY 1** to **MELODY 5**.

Note: The respective ringer melody will be played while you are scrolling through the melody list.

4. Press to confirm the setting.

Set the ringer volume of the Base (for Telstra 12250 only)

1. Press then or to select **BS SETTINGS**.
2. Press then or to select **RING VOLUME**.
3. Press then or to select from **VOLUME 1** to **VOLUME 5** or **VOLUME OFF**.

Note: The respective ringer volume will be played during your selection.

4. Press to confirm the setting.

Set the flash time

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

1. Press then or to select **BS SETTINGS**.
2. Press then or to select **FLASH TIME**.
3. Press then or to select **SHORT**, **MEDIUM** or **LONG**.
4. Press to confirm the setting.

Change the system PIN code

A 4-digit system PIN code is used for changing the system settings of the base station. It is used to protect your phone against unauthorized use. The default system PIN code is 0000.

1. Press then or to select **BS SETTINGS**.
2. Press then or to select **CHANGE PIN**.
3. Press . You are requested to enter the 4-digit system PIN.
4. Enter the old system PIN.
5. Press then enter the new system PIN.

6. Press then enter the new system PIN again.

Note: If the new PIN entered in Step 6 is not matched with the new system PIN entered in Step 5, you are requested to enter the valid system PIN again in Step 5.

7. Press to confirm the setting.

RESET YOUR PHONE

You can reset your phone to the default settings. After reset, all your personal settings, call list entries and redial list entries will be deleted, but your phonebook remains unchanged.

1. Press then or to select **DEFAULT**.
2. Press . You are requested to enter the 4-digit system PIN.
3. Enter the 4-digit system PIN.
4. Press to confirm. The display shows **"CONFIRM?"**.
5. Press to re-confirm.

TELSTRA NETWORK SERVICES*

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

CALLING NUMBER DISPLAY

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

CALL LIST

When Telstra's Calling Number Display is active on your service, incoming numbers will be saved in the telephone's call list. Your phone can store up to 10 answered calls and unanswered with date/time information in the call list. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your private phonebook, the caller's name stored in the phonebook will be displayed with the number.

The call list information might not be available for every incoming call. The callers might intentionally block their names and / or telephone numbers.

Call list display screen messages

PRIVATE The caller is blocking the telephone number.

UNAVAILABLE This caller's number is unavailable.

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

IMPORTANT

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

View call details

Review the caller log history to find out who called, to easily return a call, or to save the caller's name and number into your phonebook. **"EMPTY"** appears if there are no records in the call list.

1. In standby mode, press to access the call list.
OR
Press and then or to select **CALL LIST**. Press .
2. Press or to browse the call list with name and number if it matches a phonebook entry.

Notes:

- If the number of the selected entry is more than one line, press to view the rest of the number.
- The name (if available), telephone number, date and time of all incoming calls are shown on the screen. You hear a double beep when the list reaches the beginning or end of the call list.

Save a call list entry to the Phonebook

1. While in the call list, press or to select the desired entry.
2. Press then or to select **ADD TO PB**.
3. Press then use the keypad to enter the name. (See entering names on page 35)
4. Press then use the keypad to edit the number if necessary. (See Writing tips on page 35)
5. Press then or to select the desired melody.
6. Press to confirm.

Note: If the phonebook is full, **"PB FULL"** will be displayed. You need to delete some entries from the phonebook in order to save new ones.

Delete an entry in the Call List

1. While in the call list, press or to select the entry you want to delete.
2. Press then or to select **DELETE**.
3. Press . The display shows **"CONFIRM?"**.
4. Press to confirm the setting.

Delete the entire Call List entries

1. While in the call list, press .
2. Press or to select **DELETE ALL**.
3. Press . The display shows **"CONFIRM?"**.
4. Press to confirm the setting.

Set the category

1. While in the call list, press .
2. Press or to select **CATEGORY**.
3. Press then or to select from **ALL CALLS, NEW CALLS**.
4. Press to confirm the setting.

Note:

If you select **ALL CALLS**, the answered and unanswered calls will be stored in the call list.

If you select **NEW CALLS**, only the unanswered calls will be stored in the call list.

FLASHING MESSAGE INDICATOR (FMI)

The Telstra 12200/12250 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, the icon will be displayed on the handset. After you have listened to your message(s) the icon will disappear.

TELSTRA HOME MESSAGES 101[®] OR MESSAGEBANK[®]

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

To call Telstra Home Messages 101[®] or MessageBank[®]

Press and dial 101.

OR

When the handset is in standby mode, press and hold , the handset will dial 125101.

CALL WAITING

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

1. Press and hold the button. Your first caller is put on hold and you can talk to your second caller.
2. To revert back to the original caller, press and hold the button again.

3-WAY CHAT

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

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

1. Press .
2. Dial the second phone number.
3. Press and hold to connect the 3-Way Chat after the second call answered.

To split a 3-Way Chat or switch between callers


1. Press and hold .











ANSWERING MACHINE (TELSTRA 12250 ONLY)

The answering machine records unanswered calls when it is activated. The maximum recording time is approximately 15 minutes. Total recording time includes all voice prompts, outgoing messages and incoming call messages. Only English voice prompt can be supported.

USING THE ANSWERING MACHINE FROM THE HANDSET








Switch the answering machine on / off

The answering system must be turned on to answer and record messages. When the answering system is turned on, the  icon will be displayed on the handset.






1. Press  then  or  to select **ANS. MACHINE**.
2. Press  then  or  to select **TAM ON/OFF**.
3. Press  then  or  to select **ON** or **OFF**.
4. Press  to confirm the setting.






Play messages

If you have new messages, the telephone plays the new messages and then the old ones (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).









1. Press  then  or  to select **ANS. MACHINE**.
2. Press  then  or  to select **MSG PLAYBACK**.
3. Press  to play messages if you have received the messages on your telephone.

Options during playback:

- Press  or  to adjust the speaker volume.
- Press  to delete the current message. The system advances to the next message.
- Press  to repeat the message currently playing. Press  twice to listen to the previous message.

- Press  to stop and revert to the previous menu.
 - Press  to skip to the next message.
4. Press  then  or  to select **STOP, FORWARD, PREVIOUS, DELETE** to perform the following functions during message playback.
STOP: Stop the current message playback and return to the **MSG PLAYBACK** menu.
FORWARD: Skip to play the next message.
PREVIOUS: Skip to repeat playing the current message from the beginning.
DELETE: Delete the current message and the next message will be played.

Delete all old messages

1. Press  then  or  to select **ANS. MACHINE**.
2. Press  then  or  to select **DELETE ALL OLD**.
3. Press . The display shows **"CONFIRM?"**.
4. Press  to confirm the setting.

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

Record and play memos

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

To record a memo

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **MEMO**.
3. Press to start recording after a "beep" sound is heard.
4. Press when you finish recording. The recorded memo plays automatically, and then handset returns to the previous screen.
Alternatively, press to return to previous screen without saving the memo.

To play memo

Play memos the same way as messages. See the section Play messages on page 48.

ANSWER MACHINE SETTINGS

You can use the **TAM SETTINGS** menu through the handset to change the settings of your answering machine.

Set the answer mode

By default, the answer machine is set in **ANS & REC** mode which allows callers to leave a message. This mode can be changed to **ANSWER ONLY** which does not allow callers to leave a message. In that case, your callers will be prompted to call back later.

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **ANSWER MODE**.
4. Press then or to select **ANS & REC** or **ANSWER ONLY**.
5. Press to confirm the setting.

Record your own outgoing message (OGM)

You can record your own OGM for **ANS & REC** mode or **ANSWER ONLY** mode. When you record your own OGM, it will be used when the answering machine answers the call. If your personalized OGM is deleted, the pre-set OGM will be restored automatically.

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **OGM SETTINGS**.
4. Press then or to select **ANS & REC** or **ANSWER ONLY**.
5. Press then or to select **RECORD**.
6. Press to start recording your personalized OGM and **"RECORDING"** will be displayed on the screen.
7. Press to stop and save your personalized OGM. Your newly saved OGM will play automatically. Alternatively, press to return to the idle screen without saving the personalized OGM.

Play the OGM

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **OGM SETTINGS**.
4. Press then or to select **ANS & REC** or **ANSWER ONLY**.
5. Press then or to select **PLAYBACK**.
6. Press to play your personalized OGM (if you have recorded a personalized OGM before) and **"PLAYING OGM"** will be displayed on the screen.
7. Press to stop the OGM playback and return to the previous menu.

Note: If a personalized OGM is not recorded before, the pre-set OGM will be played.

Delete the personalized OGM

1. Repeat Steps 1 to 6 in the section of **Playing the OGM**.
2. Press **MUTE** to delete your personalized OGM and return to previous menu, and the pre-set OGM is restored automatically.

Note: If pre-set OGM is playing, you are not allowed to delete the pre-set OGM.

Set the answer delay

You can set the number of rings before the answering machine answers and starts playing your OGM. You can set the answering machine to answer after two to eight rings or **TIME SAVER**.

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **ANSWER DELAY**.
4. Press then or to select **2 RINGS, 4 RINGS, 6 RINGS, 8 RINGS** or **TIME SAVER**.
5. Press to confirm the setting.

Set the recording time of incoming message

You can set the maximum length of the recording time of the incoming messages.

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **RECORD TIME**.
4. Press then or to select **60S, 120S, 180S**, or **UNLIMITED**.
5. Press to confirm the setting.

Turn on or off the base screening

Base screening feature allows you to hear the incoming message through base loudspeaker when receiving a call. You can select to turn on or off the call screening on base through the **TAM SETTINGS** menu on your handset.

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **BS SCREENING**.
4. Press then or to select **ON** or **OFF**.
5. Press to confirm the setting.

REMOTE ACCESS

Your phone lets you check your messages, or otherwise operate your answering machine, by calling the answering machine when you are away from home by entering a 4-digit remote access PIN on a tone-dialling phone. Use the 4-digit remote access PIN code to prevent other people from unauthorized access of your answering machine.

Change the 4-digit remote access PIN

1. Press then or to select **ANS. MACHINE**.
2. Press then or to select **TAM SETTINGS**.
3. Press then or to select **CHANGE PIN**.
4. Press then use the keypad to enter the Old PIN. (Default Remote Access PIN is 0000).
5. Press then use the keypad to enter the New PIN.
6. Press then use the keypad to enter the New PIN again.

Note: If the new PIN entered in Step 6 is not matched with the new system PIN entered in Step 5, you are requested to enter the valid system PIN again in Step 5.

7. Press to reconfirm the setting.

Activate or deactivate the remote access

1. Press then or to select **ANS. MACHINE.**
2. Press then or to select **TAM SETTINGS.**
3. Press then or to select **REMOTE ACC..**
4. Press then or to select **ON** or **OFF** to turn on or off the remote access respectively.
5. Press to confirm the setting.

Change the compression rate

Three different compression rates (**HIGH, MID** and **LOW**) are provided for you to select different quality levels of recording incoming message. The lower the compression rate, the higher the recording quality level attained.

1. Press then or to select **ANS. MACHINE.**
2. Press then or to select **TAM SETTINGS.**
3. Press then or to select **COMPRESSION.**
4. Press then or to select your desired compression rate.
5. Press to confirm the setting.

Access your answering machine remotely

You can ring your Telstra 12250 from another tone-dialling phone to switch on or off the answering machine and listen to your messages remotely.

1. Place a call from a tone-dialling phone to your Telstra 12250.
2. When the answering machine answers the calls and starts playing the OGM, press .

Note: Enter the while OGM is still playing and proceed with the following in order to access the answering machine remotely.

3. Enter the 4-digit remote access PIN.

Note: If the 4-digit remote access PIN is entered incorrectly three times consecutively, the call will be disconnected.

4. Press the following keys to carry out your desired function.

Keys	Functions	
	While message is not playing	While message is playing
2		Delete the current message playback
4		Skip to repeat playing the current message from the beginning. Press twice to skip backward to the previous message.
5	Play the message	Stop the current message playback
6		Skip to play the next message
7	Turn on the answering machine	
9	Turn off the answering machine	
*	Enter the 4-digit remote access PIN	


Notes:

- If your answering machine is switched off, the phone will answer the call after approximately 14 rings. You can press and then enter the 4-digit remote access PIN (Default Remote Access PIN is 0000) to activate the remote access feature.
- When your answering machine memory is full and the answer mode is in **ANS & RECORD**, the answer mode will change to **ANSWER ONLY** automatically. It will change to **ANS & RECORD** mode automatically after some messages have been deleted.

ADDITIONAL HANDSETS (MULTI HANDSET PACKS ONLY)


Call screening

When the answering machine is set to ON and when there is an incoming message, the base will start call screening automatically after the preset numbers of rings of answer delay.

At any time if you want to pick up the call, you can press  on the handset and the message recording will be stopped automatically. If the answering machine is in the process of recording, the message already stored will be saved.








USING THE ANSWERING MACHINE AT THE BASE

Switch on / off

Press  to turn the answering system on or off. The light on the telephone base will be on when the answering system is turned on.






Play messages

If you have new messages, the telephone plays the new messages and then the old ones (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).



1. Press .
2. During message playback, press below keys to perform the following functions:
 - : Press to stop playing messages or resume playback.
 - : Press once to replay current message from the beginning. Press twice to playback the previous message.
 - : Skip to play the next message.
 - : Delete the current message.
 - : Increase the loudspeaker volume by one level.
 - : Decrease the loudspeaker volume by one level.

If you have purchased a multi handset pack, you are able to make internal calls, transfer external calls from one handset to another and use the conference option.





Intercom another handset

1. In idle mode, press . The registered handsets will display except the calling handset.
2. Press  or  to select the handset you want to intercom with or **ALL** to call all the other registered handsets, then press  to confirm.
3. The called handset rings. Press  on the called handset to establish the internal call.

Notes:








- If only one handset is registered to the base station, pressing  will display **"NOT POSSIBLE"**.
- If only two handsets are registered to the base station, pressing  will call another handset immediately.



Call all handsets

1. In idle mode, press . The registered handsets will display except the calling handset.
2. Press  or  to select **ALL** to call all the other registered handsets, then press  to confirm.

Transfer an external call to another handset

During an external call:


1. Press  then  or  to select **INTERCOM**.
2. Press  to confirm.
If you have only one other handset, it will ring.
If you have extra handsets, press  or  to select the other handset you want to transfer to, then press  to confirm.
3. The external call is put on hold automatically and the called handset rings.

4. Press  on the called handset to establish an internal call.
5. Press  on the calling handset or put the calling handset on the base or charger to end the current call with the external party.
6. The external call is transferred to the called handset.

Make a 3-way conference call

The conference call feature allows one external call to be shared with two internal parties (in intercom). The three parties can share the conversation and no network subscription is required.

During an external call:

1. Follow Steps 1 to 4 in the section of **Transfer an external call to another handset**.
2. Press and hold  on the calling handset to initiate the 3-way conference call.


Note: Any internal party hangs up during a conference call will leave the other one still in connection with the external call.

REGISTRATION







Your handset and base station is pre-registered.

If for some reason, the handset is not registered to the base station, **"REGISTER"** will be displayed on the handset screen, register your handset according to the following procedure.

Easy registration for additional handset

1. Press and hold  on the base until the **IN USE LED** starts flashing.
2. Put the unregistered handset on the base cradle. The display will show **"PLEASE WAIT"**.
3. The handset will return to idle mode if the registration is successful. Repeat the above steps if registration is failed, or try to register through the handset menu, as instructed below.

Register an additional handset through the menu

1. Press and hold  on the base station for about five seconds, the base station has entered into registration mode.
2. Press  then  or  to select **REGISTRATION**.
3. Press . You are requested to enter the 4-digit system PIN.
4. Enter the 4-digit system PIN.
5. Press  to confirm.












Note: If the handset registration is successful, you will hear a confirmation tone. The handset will automatically be allocated the next available handset number. This handset number will be shown in the handset display in standby mode. If the handset registration is unsuccessful, repeat the registration steps above.

Deregister a handset

You may need to deregister your handsets if you wish to change the designated handset number of your registered handsets.

You are requested to enter the 4-digit PIN in order to de-register a handset from the base station.

Note: You cannot deregister the handset that you are currently using.

1. Press  then  or  to select **BS SETTINGS**.
2. Press  then  or  to select **DELETE HS**.
3. Press . You are requested to enter the 4-digit system PIN.
4. Enter the 4-digit system PIN.
5. Press . A list of registered handsets will be displayed.
6. Press  or  to select the handset that you want to deregister.
7. Press  to confirm the setting.

HELP

Phone does not work

- Have you installed the battery correctly? See page 12.
- Check that the mains power is correctly connected.
- Is the handset switched off? To switch the handset on, see page 27.

No dial tone

- Is the telephone cord plugged into the phone socket?
- Check that the mains power is switched on at the power point.
- Only use the telephone cord supplied with the phone.
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Move the handset closer to the telephone base. It might be out of range.
- Disconnect the telephone and connect a different telephone. If there is no dial tone on this telephone, the problem is in your wiring or local service. Contact your local telephone company.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The battery may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the battery and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- If you are connected to a PABX, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off. See page 40.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base. See page 58.

No display

- The battery may be flat, dead or incorrectly inserted.
- Recharge or replace the battery.

Handset displays "OUT OF RANGE"

- Is the handset registered correctly to the base? See page 58.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- Is the battery low? Place the handset on the base/charger to recharge.



Icon does not appear to be filling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.
- If the above measures do not correct the problem, replace the battery.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your Telstra 12200 / 12250 base may be on the line.

Answering machine does not record any messages

- Make sure the answering machine is switched on. See page 48.
- The memory may be full, please delete some old messages to free up space. See page 49.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 53. Always keep a note of the new PIN code in a safe place.
- Has remote access been disabled? To enable remote access, see page 54.
- Make sure you are calling from a touch-tone telephone. When dialling a number, there should be tones. If there are clicks, then it is not a touch-tone telephone and cannot activate the answering machine.
- The answering machine might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialling.

No Calling Number Display number / name displayed

- Have you subscribed to Telstra's Calling Number Display Service? See page 44.
- The caller may have blocked their number.
- An exact name / number match was not found in your phonebook. Check that you have stored the complete number including area code.
- The caller might not be calling from an area which supports Calling Number Display.
- Both you and the caller's telephone companies must use equipment compatible with the Calling Number Display service.
- The Calling Number Display information shows after the first or second ring.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your Telstra 12200 / 12250 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra 12200 / 12250 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.
- If you have an ADSL internet service ensure correct filters are installed to prevent interference.

TecHelp line 1300 369 193

Call TechHelp:

- if you are having difficulties using your Telstra 12200 / 12250.
- if you need replacement batteries or mains power lead.

GENERAL INFORMATION

Replacing the handset batteries

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.

IMPORTANT

This equipment features Power Back-Up. During a mains power interruption you can supply the power stored in the handset battery to the base unit, so you can make calls - see page 32 for further details.

SAFETY

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable 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.

Please note

Telstra accepts no responsibility for damage caused to your Telstra 12200 / 12250 handset by using any other type of batteries.

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

CLEANING

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

ENVIRONMENTAL

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

CUSTOMER SERVICE & PRODUCT WARRANTY

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 12200 / 12250 has a REN of 0.1. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guaranteed of ringing, even when the REN is less than 3.

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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