TELSTRA SLIM TOUCH 12950 DECT 6.0 CORDLESS PHONE WITH ANSWERING MACHINE AND BLUETOOTH® MOBILECONNECT

USER GUIDE

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

IT'S HOW WE CONNECT

INTRODUCTION

To your Telstra Slim Touch 12950 DECT 6.0 Cordless Phone with Answering Machine and Bluetooth® MobileConnect

- Phonebook - The home phonebook stores up to 200 entries. You can download up to 4 mobile phonebooks. Each of the downloaded phonebook stores up to 1,500 entries for easy dialling.
- Telstra's Calling Number Display* lets you see who's calling. Your phone stores details of the last 50 callers in a Calls list.
- Answering machine, with up to 60 minutes digital recording time and helpful voice prompts.

* IMPORTANT

You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Calls list. See page 41 for more details.

IMPORTANT

This equipment requires electricity to work. You will not be able to make any telephone calls when the power fails. Alternative arrangements should be made to access emergency services in times of power failure.

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 12950 provides:

- Digital clarity
- Digital range
- Digital security

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

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

NEED HELP?

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

HEARING AID?

Please note that the Telstra 12950 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 12950 handset
- Telstra 12950 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 12950 Multi-handset pack you will also have the following for each additional handset:

- Telstra 12950 handset
- Telstra 12950 charger
- 1 NiMH rechargeable battery
- AC power adaptor (for the charger)

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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 TecHelp on 1300 369 193 under the following conditions:
   - When the power supply cord or plug is damaged or frayed.
   - If the product does not operate normally by following the operating instructions.
   - If the product has been dropped and the outer casing has been damaged.
   - If the product exhibits a distinct change in performance.
7. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
8. Do not use the telephone to report a gas leak in the vicinity of the leak.
9. Use only the supplied NiMH (Nickel Metal Hydride) 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 cells can be dangerous. These may cause interference and/or unit damage. Telstra will not be held liable for damage arising from such noncompliance.
11. Use only the AC power adaptors supplied with this product. Please contact TecHelp on 1300 369 193 for replacement adaptors.
12. Please ensure that the polarity plug is inserted correctly.
13. Do not immerse battery in water, and do not place them in a fire.
14. Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

GETTING STARTED

LOCATION

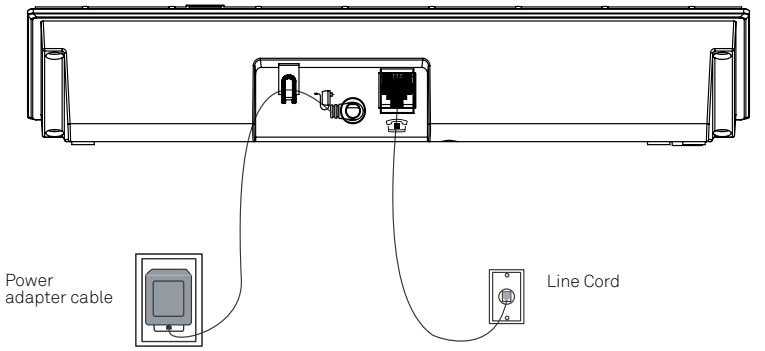
Place your Telstra 12950 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Telstra 12950 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 metres.

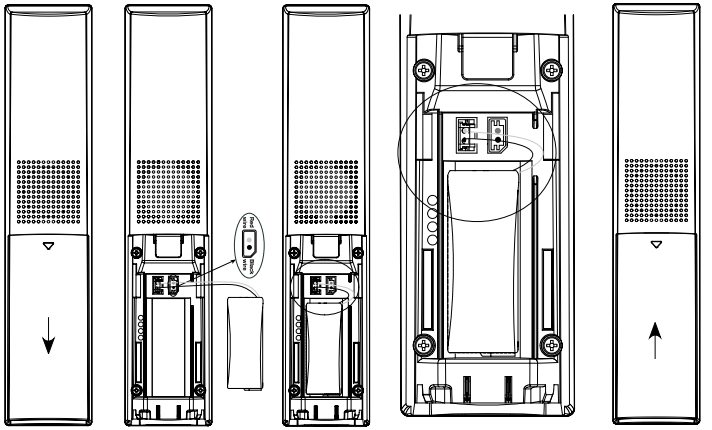
SETTING UP

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.



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



3. Place the handset on the base to charge for at least 16 hours. When the handset is fully charged, the ▮ will be displayed. The Charging LED lighting up indicates that the handset is properly placed on the base.

4. When the battery is fully charged, plug one end of the telephone line cord into the base station and the other end into the telephone wall socket.

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

WARNING
Do not place your Telstra 12950 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 battery icon flashes in the handset display, you will need to recharge the handset before you can use it again. During charging, the battery icon will appear to be filling in the display.

BATTERY PERFORMANCE

In ideal conditions, the fully charged battery should give up to 12 hours talk time, or 150 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.

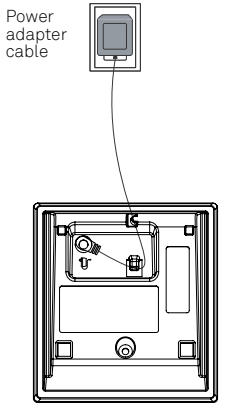
Eventually it will need to be replaced. A replacement battery can be obtained by contacting TecHelp on 1300 369 193 or from your local electrical retailer.

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

SETTING UP FOR MULTIPLE PACKS

If you have purchased a Telstra 12950 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 battery icon will be displayed.

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

USING YOUR TELSTRA 12950 PHONE ON A BROADBAND ADSL LINE?

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

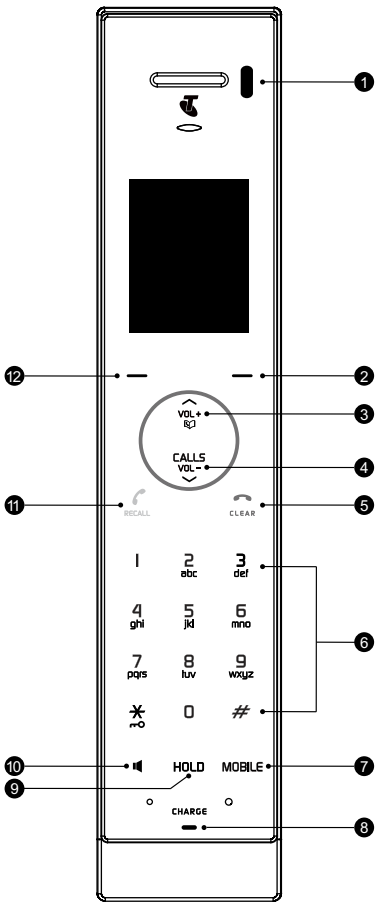
DATE AND TIME

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

Set the date and time manually

1. In standby mode, press MENU and then VOL+ / CALLS VOL- to select **SETTINGS**.
2. Press SELECT to select **Set date/time**.
3. Press SELECT then use the keypad to enter the date according to **DD/MM/YY** or **MM/DD/YY** format. (To change date format, see page 38.)
   OR
   Press VOL+ / CALLS VOL- until the screen displays the correct value. Press OK to advance.
4. Press OK and use the keypad to enter the time according to **12-Hour** or **24-Hour** format. (To change time format, see page 38.)
   OR
   Press VOL+ / CALLS VOL- until the screen displays the correct value. Press OK to advance.
5. Press OK to save the settings.

GETTING TO KNOW YOUR PHONE



HANDSET BUTTONS

1. INFRARED SENSOR
- When the infrared sensor is covered during a call, all keys on the dial pad are disabled.

2. — RIGHT SOFT KEY
- Press to select a menu item displayed above the key.

3. SCROLL UP/VOLUME UP/PHONEBOOK
- *In menu mode*: Press to scroll up.
- *During a call*: Press to increase the listening volume.
- *In idle mode*: Press to enter the phonebook.

4. SCROLL DOWN/VOLUME DOWN/CALL LIST
- *In idle mode*: Press to review the call list.
- *During a call*: Press to decrease the listening volume.
- *In menu mode*: Press to scroll down.

5 TALK OFF/CLEAR
- *During a call*: Press to hang up.
- *In ringing mode*: Press to silence the ringer temporarily.
- *In menu mode*: Press to exit without making changes. *Press and hold* to return to idle mode.
- *In editing mode*: Press to erase a digit or character.

6. ALPHANUMERIC KEYPAD, *, #
- *In idle/pre-dial/editing mode/during a call*: Press to enter characters/ numbers.
- *In idle/pre-dial/during a call*: Press # to insert a "#".
- *In idle/pre-dial mode/during a call*: Press * to insert a "*".
- *In phonebook entry name editing mode*: Press * to toggle between upper case and lower case.
- *In idle mode*: *Press and hold* 1 to access Telstra Home Messages 101® or MessageBank®.

7. MOBILE MOBILE
- *In idle mode*: Press to make a mobile call.
- *In ringing mode*: Press to answer a mobile call.

8. CHARGING LED
- Steadily on when in charging.

9. HOLD HOLD
- *During a call*: Press to put a call on hold.

10. SPEAKERPHONE
- *In idle mode*: Press to make a home call.
- *In ringing mode*: Press to answer a home or mobile call.
- *During a call*: Press to switch between speakerphone and handset.

11. HOME/RECALL
- *In idle mode*: Press to make a home call.
- *In ringing mode*: Press to answer a home call.
- Flashes quickly when there is an incoming home call.
- Flashes slowly when a home call is on hold.

12. — LEFT SOFT KEY
- Press to select a menu item displayed above the key.

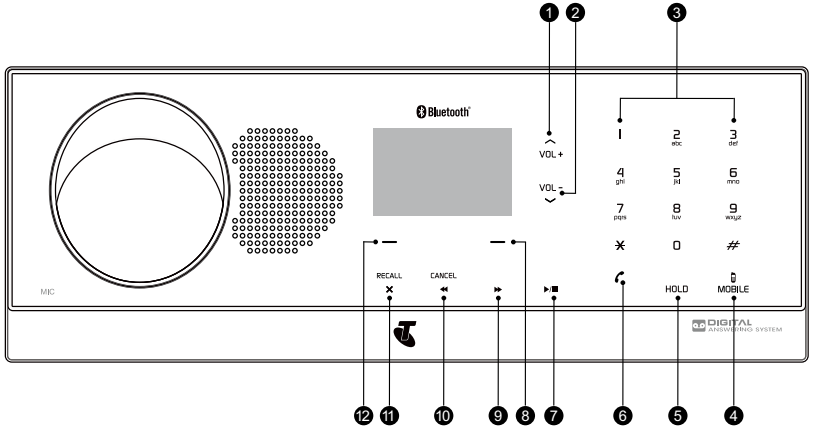
HANDSET DISPLAY

Display icons	Description: Icons can be On (visible), or Flashing or Off (not visible)
	On steadily when the home line is in use or there is an incoming home call.
1 2	On steadily when the mobile line is in use or there is an incoming mobile call.
1 2	Indicates that there are Bluetooth connected devices on the active devices list.
1 2	Indicates that there are Bluetooth disconnected devices on the active devices list.
1 or 2	On steadily when a wireless Bluetooth headset is in use on the home line.
	On steadily when all the ringers of **Home** and **Mobile** lines are turned off. Flashes when only one or two of the ringers are turned off.
	The speakerphone is in use.
	Indicates you have a new answering system message(s).
	Indicates you have new voicemail message(s) received.
	Animates when the battery is charging. Becomes solid when the battery is fully charged.
	Flashes when the battery is low and needs charging.
	Indicates that the answering system is turned on to answer incoming home calls.
	Indicates that the missed call is new.
	The microphone is muted.

HANDSET MENU LAYOUT

ANS. SYSTEM	PHONEBOOK	CALL LOG	INTERCOM	AUDIO	SETTINGS	INFO SERVICES
Play msgs	Home	Review		Ringer volume	Set date/time	C.W. On
Del all old	Mobile 1/2/3/4	Del all calls		Ringer tone	Time format	C.W. Off
Record memo	(If you have downloaded phonebooks from mobile phones.)			Key tone	Date format	Chk Call Wait
Ans sys setup				Low battery	Auto keylock	Call Return
				No coverage	Register	CF Imm. On
					De-register	CF Imm. Off
					Flash time	Chk CF Imm.
					Clr voicemail	
					System PIN	
					Reset	

BASE



1. SCROLL UP/VOLUME UP
- *In menu mode*: Press to scroll up.
- *During a call*: Press to increase the listening volume.

2. SCROLL DOWN/VOLUME DOWN
- *In menu mode*: Press to scroll down.
- *During a call*: Press to decrease the listening volume.

3. ALPHANUMERIC KEYPAD, *, #
- *In idle/pre-dial/editing mode/during a call*: Press to enter characters/ numbers.
- *In idle/pre-dial/during a call*: Press # to insert a "#".
- *In idle/pre-dial/during a call*: Press * to insert a "*".
- *In phonebook entry name editing mode*: Press * to toggle between upper case and lower case.

4. MOBILE
- *In idle mode*: Press to make a mobile call.
- *In ringing mode*: Press to answer a mobile call.
- Flashes quickly when there is an incoming mobile call.
- Flashes slowly when a mobile call is on hold.

5. HOLD HOLD
- *During a call*: Press to put a call on hold.

6. HOME
- *In idle mode*: Press to make a home call.
- *In ringing mode*: Press to answer a home call.
- Flashes quickly when there is an incoming home call.
- Flashes slowly when a home call is on hold.

7. ▶/■ PLAY/STOP
- *In idle mode*: Press to play messages.
- *In message playing mode*: Press to stop message playback.

8. — RIGHT SOFT KEY
- Press to select a menu item displayed above the key.

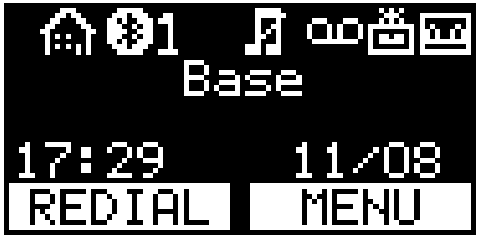
9. ▶▶ SKIP FORWARD
- *In message playing mode*: Press to skip to the next message.

10. ◀◀ SKIP BACKWARD/CLEAR/CANCEL
- *In ringing mode*: Press to silence the ringer temporarily.
- *In menu mode*: Press to exit without making changes. *Press and hold* to return to idle mode.
- *In message playing mode*: Press to repeat a message or press twice to play the previous message.

11. ✕ RECALL/DELETE
- *In message playing mode*: Press to delete the message currently playing.

12. — LEFT SOFT KEY
- Press to select a menu item displayed above the key.

BASE DISPLAY



Display icons	Description: Icons can be On (visible), or Flashing or Off (not visible)
	On steadily when the home line is in use or there is an incoming home call.
1 2	On steadily when the mobile line is in use or there is an incoming mobile call.
1 2	Indicates that there are Bluetooth connected devices on the active devices list.
1 2	Indicates that there are Bluetooth disconnected devices on the active devices list.
1 or 2	On steadily when a wireless Bluetooth headset is in use on the home line.
	On steadily when all the ringers of **Home** and **Mobile** lines are turned off. Flashes when only one or two of the ringers are turned off.
	Indicates you have a new answering system message(s).
	Indicates you have new voicemail message(s) from the telephone service provider.
	Indicates that the answering system is turned on to answer incoming home calls.
	Indicates that the missed call is new.
	The microphone is muted.

BASE MENU LAYOUT

Ans. system	Phonebook	Call log	Page all HS	Intercom	Bluetooth	Audio	Settings	Info Services
Play msgs Del all old Record memo Ans sys setup	Home Mobile 1/2/3/4 (If you have downloaded phonebook from mobile phones.)	Review Del all calls			Download pb. Setup mobile Setup headset Active devices Paired devices Change PIN	Ringer volume Ringer tone Key tone	Set date/time Time format Date format De-register Flash time Clr voicemail System PIN Reset	C.W. On C.W. Off Chk Call Wait Call Return CF Imm. On CF Imm. Off Chk CF Imm.

KEYSTROKE TABLE

Upper case

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

Lower case

1	space 1 @ _ # = < > ( ) & £ $ ¥ € [ ] { } ¤ §
2	a b c 2 ä à á â ã å æ ç
3	d e f 3 è é ë ê Δ Φ
4	g h i 4 ğ ì í î ï ı Γ
5	j k l 5 Λ
6	m n o 6 ö ò ó ô õ ø ñ
7	p q r s 7 β ş Π Θ Σ
8	t u v 8 ü ù ú û
9	w x y z 9 ý ÿ Ω Ξ Ψ
0	. 0 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ |

Note: When entering a name in the phonebook, the first letter of each word will be automatically capitalised.

BLUETOOTH

INTRODUCTING BLUETOOTH

Your new **Telstra 12950** telephone system with Bluetooth wireless technology has the following features:

- Pair up to 4 Bluetooth enabled devices (mobile phones or headsets) with the telephone base.
- Connect a maximum of 2 mobile phones to make and receive mobile calls. Only one mobile phone can be active on a call at a time.
- Connect a Bluetooth enabled headset for making and receiving home calls.
- Conference mobile and home calls.
- Make and receive calls using your mobile phone plan with your cordless system handsets.

IMPORTANT INFORMATION

- After plugging in the telephone base, wait at least 20 seconds before connecting a Bluetooth device. The screen shows **Bluetooth system busy** if you try to connect too soon.
- Refer to the user's manual of your Bluetooth enabled mobile phone or headset for more information about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (up to 9 metres) from the telephone base. Keep connected mobile phones and headsets within this range.
- If your mobile phone has poor reception in your home, the **Telstra 12950** cannot improve the reception. However, if you have a location in your house with better reception, you can leave your mobile phone in that location while you use the **Telstra 12950** mobile line. In order for this to work, the mobile phone must be within 4.5 metres of the telephone base for optimal performance.
- Charge your mobile phone while it is connected to the telephone base. Your mobile phone's battery discharges faster while it is connected to the telephone base via Bluetooth wireless technology.
- Monitor your mobile phone's usage, because minutes may be deducted from your mobile plan for the duration of all mobile calls, depending on the terms of your plan.

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

GLOSSARY OF TERMS

Below are some terms used in this user's manual to help you become familiar with using your Bluetooth devices and your new **Telstra 12950** telephone system.

Active devices	A maximum of two paired devices (two mobile phones, or one mobile phone and one headset) on the active devices list can be connected to the telephone base, but only one mobile phone or headset can be on a call at a time.
Bluetooth mobile phone	Refers to a mobile Bluetooth enabled mobile telephone.
MOBILE line	The telephone line associated with your mobile phone service.
Connected	A Bluetooth wireless technology enabled device can only be used when it is connected to the telephone base. When a Bluetooth wireless technology enabled device is connected to the telephone base and active on the active devices list, it is ready for use.
Disconnected	A diagonal line appears across devices 1 and/or 2 when the corresponding Bluetooth wireless technology enabled device is disconnected from the telephone base.
Discoverable mode	Before a Bluetooth enabled device can be paired, it must be set to this mode. When pairing your mobile phone, the telephone base is in this mode. When pairing a headset, the headset must be set to this mode. Depending on the manufacturer, this mode is sometimes referred to as **Find Me** or **Visibility**.
Home line	Your conventional telephone land line.
Paired devices	Bluetooth enabled devices (mobile phone or headset) that have shared registration information with the telephone base. A total of four Bluetooth enabled devices can be paired with the telephone base. However, only two paired devices can be connected to the base at a time.

Pairing	Sometimes refers to as **bonding**. The process of sharing registration information between two Bluetooth enabled devices. Your Bluetooth enabled mobile phone or headset must first be paired to the telephone base in order to use it with this cordless phone system.
PIN	By default, the PIN is **0000** for the telephone base and for most Bluetooth devices. PIN information must be exchanged between Bluetooth devices before they can be used. This is also known as a **Passkey** or **Passcode**.

BLUETOOTH SETUP

To use a Bluetooth enabled mobile phone with your telephone, you must first pair and connect your Bluetooth mobile phone with the telephone base. All **Telstra 12950** handsets can be used to make or answer calls on the mobile phone line.

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

Add a mobile phone

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

To pair and connect a mobile phone:

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Setup mobile**, and then press SELECT.

Note: If a device is already connected to the telephone base, **"Connected devs will be temp. disconnected"** displays. Press OK to temporarily disconnect the device and continue the pairing process.

3. Press NEXT to set the telephone base to discoverable mode.
4. Turn on the Bluetooth feature of your mobile phone and search for or add new devices.
5. Once your mobile phone finds **Telstra 12950**, select it.
6. Enter the PIN of the telephone base (the default PIN is **0000**) into your mobile phone to continue the pairing process.
7. When a device is successfully connected, **"Device connected to base"**, and **1** and/or **2** displays.

Notes:

- The pairing process may take up to one minute. If the pairing process fails, try again.
- When you already have two devices on the active devices list, press YES to connect to your paired mobile phone. You are prompted to replace an existing device on the active devices list.

Add a headset

Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to the User's Manual of your headset to learn how to search for or add new Bluetooth devices.

To pair and connect a headset:

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Setup headset**, and then press SELECT.

Note: If a device is already connected to the telephone base, **"Connected devs will be temp. disconnected"** displays. Press OK to temporarily disconnect the device and continue the pairing process.

3. Set your headset to discoverable mode.
4. Press NEXT on the base to search for your headset.
5. Once the telephone base finds your headset, press SELECT.
6. Enter the PIN of your headset (the PIN for most Bluetooth wireless technology enabled devices is **0000**), then press SELECT. The screen displays **"Headset setup complete"** and then **"Connect headset to base? "**
7. Press YES. When a device is successfully connected, **"Device connected to base"**, and **1** and/or **2** displays.

Notes:

- The pairing process may take up to one minute. If the pairing process fails, try again.
- When you already have two devices on the active devices list, press YES to connect to your paired headset. You are prompted to replace an existing device on the active devices list.

PAIRED DEVICES

All paired devices are stored on the paired devices list. Up to four devices (one headset only) can be paired with the telephone base.
To use a paired device, it must be connected and on the active devices list.

Rename a paired device

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Paired devices**.
3. Press SELECT and VOL+/VOL- to select the desired device.
4. Press OPTION and VOL+/VOL- to select **Rename**.
5. Press SELECT to edit the name.
6. Press SAVE to confirm.

Note: Only 15 characters of the device name can be stored on the paired devices list.

Remove a paired device

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

To remove a device:

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Paired devices**.
3. Press SELECT and VOL+/VOL- to select the desired device.
4. Press OPTION and VOL+/VOL- to select **Remove paired**.
5. Press SELECT to confirm.
6. Press YES to reconfirm, or press NO to cancel.

View information of a paired device

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Paired devices**.
3. Press SELECT and VOL+/VOL- to select the desired device.
4. Press INFO to view the information.
5. Press OK to return to the previous menu.

ACTIVE DEVICES

Only devices on the active devices list can establish a Bluetooth connection with the telephone base. Although two paired devices can be connected to the telephone base, only one Bluetooth wireless technology enabled mobile phone or a headset can be on a call at a time.

Review the active devices list

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Active devices**.
3. Press SELECT and VOL+/VOL- to view the active devices list.

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

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Active devices**.
3. Press SELECT and VOL+/VOL- to view the desired device.
4. Press OPTION to select **Connect/Disconnect**.
5. Press SELECT to confirm.

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

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

To replace an active device:
1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Paired devices**.
3. Press SELECT and VOL+/VOL- to view the desired device.
4. Press OPTION to select **Replace active**.
5. Press SELECT and VOL+/VOL- to select the device to be replaced.
6. Press SELECT to confirm.

Add an active device
You can have a maximum of 2 devices on the active devices list.

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Active devices**.
3. Press SELECT and VOL+/VOL- to select **Empty**.
4. Press ADD and VOL+/VOL- to select the desired device from the pared devices list.
5. Press ADD to confirm.

Remove an active device
You can remove an active device from the active devices list.

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Active devices**.
3. Press SELECT and VOL+/VOL- to select the desired device.
4. Press OPTION and VOL+/VOL- to select **Remove active**.
5. Press SELECT to confirm.

View information of an active device
1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Active devices**.
3. Press SELECT and VOL+/VOL- to select the desired device.
4. Press INFO to view the information.
5. Press OK to return to the previous menu.

DOWNLOAD PHONEBOOK

Download phonebook
You can download up to 4 mobile phone phonebooks to your **Telstra 12950** telephone system via Bluetooth wireless technology. Each downloaded phonebook can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

Before downloading a phonebook, make sure the mobile phone is paired, active, and connected to your **Telstra 12950**. Make sure the handset battery is charged for at least 30 minutes.

Place your mobile phone next to the telephone base when you download a mobile phone phonebook to your **Telstra 12950**.

To download a mobile phone phonebook:
1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT to select **Download PB.**.
3. Press SELECT.
4. Press VOL+/VOL- to select a desired device, then press SELECT.

   - If the selected device is on the paired devices list but not on the active devices list, the handset displays **No mobile phone on active devices list.** and then **Add?**
   - If the selected device is on the active devices list but disconnected, the handset displays **Not connected. Place mob. next to the base...**.
   - If the selected device's phonebook has already been downloaded to **Telstra 12950** before, the handset displays **Last update on: MM/DD/YY** and then **Overwrite?**. If you press SELECT to continue the download process, the stored phonebook for that particular mobile phone will be erased and replaced with the current mobile phone phonebook. The handset then displays **Phonebook will be erased. Download?**. Press SELECT to confirm. If you have edited the downloaded entries (page 34), those changes will be lost.
   - If you already have four downloaded phonebooks, the handset displays **Memory is full. Replace current phonebook?** When you try to download another mobile phone phonebook. Press SELECT and the system prompt you to replace an existing phonebook.

5. Press VOL+/VOL- to select one of the following options:
   - **Phone memory** - download all contacts stored in your phone memory.
   - **SIM card only** - download all contacts stored in your SIM card.
   - **Phone and SIM** - download all contacts stored in both your phone memory and SIM card.
6. Press SELECT. During the download, the handset displays the progress. All system handsets display **Downloading PB.**.
7. When the downloading process is complete, the handset displays **Download ended Total #XXXX entries saved.** Press SELECT to return to the download phonebook menu.

Notes:
- With certain mobile phones, downloading from the SIM card is not supported. If this is the case, try transferring the contacts from your SIM card to your mobile phone memory first, then download from your mobile phone memory. For more information on how to transfer contacts from your SIM card to your mobile phone memory, see the user's manual of your mobile phone.
- When downloading the phonebook from your Bluetooth enabled mobile phone, some data may not transfer. For example, if you have home, mobile and work numbers for a particular contact, the three categories may not transfer to your **Telstra 12950**.
- On certain mobile phones, you may need to press a key to confirm the phonebook download.

Interruption to phonebook download
If you are downloading a phonebook from a mobile phone and the mobile phone receives a call, the download process stops and all handsets display **Download phonebook aborted.** You need to download the phonebook again.

If you are downloading a phonebook from a mobile phone and the telephone base loses power, the download process stops. You need to download the phonebook again.

The download progress screen may be replaced with **Mobile line in use**. To go back to the downloading progress screen, do steps 1-3 on page 23. The download process continues even if any of the followings occur.

- You receive or make calls on the home line.
- You place the handset in the telephone base or charger.
- You access your mobile phone menu features.
- The handset battery pack becomes depleted or the handset loses connection with the telephone base.

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

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

1. Press MENU and VOL+/VOL- on the base to select **Bluetooth**.
2. Press SELECT and VOL+/VOL- to select **Change PIN**.
3. Press SELECT to enter a new four-digit PIN code.
4. Press SAVE to confirm.

USING THE PHONE

MAKE A HOME CALL

Using a handset:
1. Press RECALL or , then enter the telephone number.
   OR
   Enter the phone number, then press RECALL or to dial the number.

Using the base:
1. Press , then enter the telephone number.
   OR
   Enter the phone number, then press to dial the number.

Using a Bluetooth wireless technology enabled headset:
1. Press on the base, then enter the phone number.
2. Press OPTION on the base to select **Use headset**, and then press SELECT.
   OR
1. Enter the phone number on the base, then press on the base to dial the number.
2. Press OPTION on the base to select **Use headset**, and then press SELECT.

Note: To switch back to the base, press OPTION on the base to select **Use speaker**, and then press SELECT.

MAKE A MOBILE CALL
You can connect a maximum of 2 Bluetooth enabled mobile phones to the telephone base, but only one mobile phone can be used on a mobile call at a time. All **Telstra 12950** handsets can be used to make or answer calls on the mobile phone line.

If you only have one mobile phone connected to the telephone base, it is automatically selected to make or answer mobile calls. If you have two mobile phones connected to the telephone base and on the active devices list, the handset and telephone base prompts you to select a mobile phone before you make a mobile call.

Using a handset:
1. Press MOBILE, then enter the phone number.
2. Press DIAL to dial out.
   OR
1. Enter the phone number, then press MOBILE to dial the number.

Using the base:
1. Press MOBILE, then enter the phone number.
2. Press DIAL to dial out.
   OR
1. Enter the phone number, then press MOBILE to dial the number.

CALL FROM THE PHONEBOOK

Using a handset:
1. Press to access the phonebook list.
2. Press SELECT and /CALLS to select **Home** phonebook or a downloaded phonebook.
3. Press / CALLS to select the desired phonebook entry.
4. Press RECALL or to dial the selected phonebook entry from home line.
   OR
   Press MOBILE to dial the selected phonebook entry from mobile line.

OR

1. Press MENU and / to select **PHONEBOOK**.
2. Press SELECT and / to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**, and then press SELECT.
4. Press / to select the desired phonebook entry.
5. Press or to dial the selected phonebook entry.
   OR
   Press **MOBILE** to dial the selected phonebook entry from mobile line.

Using the base:

1. Press MENU and / to select **Phonebook**.
2. Press SELECT and / to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**, and then press SELECT.
4. Press / to select the desired phonebook entry.
5. Press to dial the selected phonebook entry from home line.
   OR
   Press to dial the selected phonebook entry from mobile line.

CALL FROM THE CALL LIST

Using a handset:

1. Press to access the call list.
2. Press / to select the desired call list entry.
3. Press or to dial the selected call list entry from home line.
   OR
   Press **MOBILE** to dial the selected call list entry from mobile line.

Using the base:

1. Press MENU and / to select **Call log**.
2. Press SELECT to select **Review**, and then press SELECT.
3. Press / to select the desired call list entry.
4. Press to dial the selected call list entry from home line.
   OR
   Press to dial the selected call list entry from mobile line.

CALL FROM THE REDIAL LIST

Using a handset:

1. Press REDIAL to access the redial list.
2. Press / to select the desired redial entry.
3. Press or to dial the selected redial entry from home line.
   OR
   Press **MOBILE** to dial the selected redial entry from mobile line.

Using the base:

1. Press REDIAL to access the redial list.
2. Press / to select the desired redial entry.
3. Press to dial the selected redial entry from home line.
   OR
   Press to dial the selected redial entry from mobile line.

CALL TIMER

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

ANSWER A CALL

When you receive a call, the phone rings. If you have subscribed to Telstra's Calling Number display, the display will show the caller's number if available or the caller's name if it matches an entry in the phonebook.

Using a handset:

1. Press or to answer an incoming home call.
   OR
   Press **MOBILE** or to answer an incoming mobile call.

Using the base:

1. Press to answer an incoming home call.
   OR
   Press to answer an incoming mobile call.

Using a Bluetooth wireless technology enabled headset:

1. Press the call button on your headset to answer a call.

Note: The Bluetooth headset cannot be used to answer a mobile call.

END A CALL

Using a handset:
During a call, press or put the handset on the base or charging cradle to end the call.

Using the base:
During a call, press to end the home call.
OR
During a call, press to end the mobile call.

Using a Bluetooth wireless technology enabled headset:
During a call, press the call button on your headset to end the call.

CALL WAITING ON THE HOME LINE

If you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls while you are already on a call.

1. Press on the handset or on the telephone base to put your current call on hold and take the new call.
2. Press on the handset or on the telephone base at any time to switch back and forth between calls.

CALL WAITING ON THE MOBILE LINE

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

1. Press the TOGGLE on the handset or base.
2. Press the OPTION and then the TOGGLE to switch back and forth between calls.

ANSWER A MOBILE CALL WHILE ON A HOME CALL

While you are on a home call and there is an incoming mobile call, 1 or 2 displays on the handset and telephone base and the telephone rings.

Using a handset:

To answer the incoming mobile call:
- Press **MOBILE** on the handset. The home call is automatically placed on hold, **"Home call on hold"** and **"Mobile line in use"** display alternately on the handset and the base.

To end the mobile call:
- Press CLEAR on the handset. The home line is still on hold.

To resume the home call on hold:
- Press RECALL on the handset

Using the base:

To answer the incoming mobile call:
- Press MOBILE on the base. The home call is automatically placed on hold and **"Home call on hold"** and **"Mobile line in use"** display alternately on the handset.

To end the mobile call:
- Press MOBILE on the base. The home line is still on hold.

To resume the home call on hold:
- Press on the base.

ANSWER A HOME CALL WHILE ON A MOBILE CALL

While you are on a mobile call and there is an incoming home call, appears on the handset and telephone base and the telephone rings.

Using a handset:

To answer the incoming home call:
- Press RECALL on the handset. The mobile call is automatically placed on hold, **"Mobile call on hold"** and **"Home line in use"** display alternately on the handset and the base.

To end the home call:
- Press CLEAR on the handset. The mobile line is still on hold.

To resume the mobile call on hold:
- Press **MOBILE** on the handset.

Using the base:

To answer the incoming home call:
- Press on the base. The mobile call is automatically placed on hold, **"Mobile call on hold"** and **"Home line in use"** display alternately on the handset and the base.

To end the home call:
- Press on the base. The mobile line is still on hold.

To resume the mobile call on hold:
- Press MOBILE on the base.

CONFERENCE HOME AND MOBILE CALLS

When you have calls established on the home and mobile lines, you can create a 3-way conference using the handset or telephone base.

Using a handset:

During a home call or mobile call:
1. Press OPTION on the handset.
2. Press VOL+/CALLS VOL- to select **Conf. with home** or **Conf. with mob.**.
3. Press SELECT to establish the conference call.
4. Press CLEAR on the handset to end the call.

During a conference call:
1. Press OPTION on the handset.
2. Press VOL+/CALLS VOL- to select **End home call** or **End mob. call**.
3. Press SELECT to go back to a home call or mobile call.

Using the base:

During a home call or mobile call:
1. Press OPTION on the base.
2. Press VOL+/VOL- to select **Conf. with home** or **Conf. with mob.**.
3. Press SELECT to establish the conference call.
4. Press or MOBILE on the base to end the call.

During a conference call:
1. Press OPTION on the base.
2. Press VOL+/VOL- to select **End home call** or **End mob. call**.
3. Press SELECT to go back to a home call or mobile call.

AUTO ANSWER

As long as you have Auto answer set to **On**, you can answer a call by lifting the handset off the base. If you have switched Auto answer off, you will need to press RECALL/MOBILE as well.

LOCK KEYPAD

Lock the keypad to prevent accidental dialling while carrying the handset around.
In idle mode, press * and then LOCK to turn on the keypad lock. **"Press UNLOCK to use keys"** is displayed on the LCD.
In keypad lock mode, press UNLOCK to unlock the keypad.

EARPIECE/HANDSFREE VOLUME

There are 5 levels (VOLUME 1 to VOLUME 5) to choose from for each of earpiece and handsfree volume in the handset, while there are 8 levels (VOLUME 1 to VOLUME 8) to choose for handsfree volume in the base.

Using a handset:

During a call:
Press VOL+/CALLS VOL- to select volume 1-5. The current setting is shown. When you end the call, the setting will remain at the last selected level.

Using the base:

During a call:
Press VOL+/VOL- to select volume 1-8. The current setting is shown. When you end the call, the setting will remain at the last selected level.

MUTE

You can talk to someone nearby without letting the caller hear you during a call.

Using a handset:
During a call:
Press MUTE to mute the microphone and **"Muted"** will display on the LCD. Your caller cannot hear you. Press UNMUTE to unmute the microphone.

Using the base:
During a call:
Press MUTE to mute the microphone and **"Muted"** will display on the LCD. Your caller cannot hear you. Press UNMUTE to unmute the microphone.

TURN OFF THE RINGER

Using a handset:
When the handset rings, press SILENCE or CLEAR to turn off the handset ringer. The is displayed on the LCD.

Using the base:
When the base rings, press SILENCE or CANCEL to turn off the base ringer. The is displayed on the LCD.

INFRARED SENSOR

This feature prevents you from pressing the keys accidentally while you are using the handset during a call.
When you put the earpiece of the handset next to your ear or the infrared sensor is covered during a call, all keys on the dial pad are disabled.

HOLD A CALL

You can place a home or mobile call on hold. You will hear an alert tone if you have not taken the call off of hold after 14 minutes. You will hear another alert tone 30 seconds later. At 15 minutes on hold, the call on hold automatically disconnects.

Using a handset:
During a home call:
1. Press **HOLD** on the handset. **"Home call on hold"** appears, on the handset flashes.
2. To resume a home call on hold, press on the handset.

During a mobile call:
1. Press **HOLD** on the handset. **"Mobile call on hold"** appears.
2. To resume a mobile call on hold, press **MOBILE** on the handset.

Using the base:
During a home call:
1. Press **HOLD** on the base. **"Home call on hold"** appears, on the base flashes.
2. To resume a home call on hold, press on the base.

During a mobile call:
1. Press **HOLD** on the handset. **"Mobile call on hold"** appears, on the base flashes.
2. To resume a mobile call on hold, press MOBILE on the base.

REDIAL THE LAST NUMBER

You can redial up to 10 of the last numbers called. The most recent last number will display at the top of the redial list.

Redial a number from the redial list

Using a handset:
1. Press REDIAL to access the redial list.
2. Press / to select the desired entry.
3. Press or to dial the number from the home line.
   OR
   Press **MOBILE** to dial the number from the mobile line.

Using the base:
1. Press REDIAL to access the redial list.
2. Press / to select the desired entry.
3. Press to dial the number from the home line.
   OR
   Press MOBILE to dial the number from the mobile line.

Store a redial number into the phonebook

Using a handset:
1. Press REDIAL to access the redial list.
2. Press / to select the desired entry.
3. Press OPTION and / to select **Store**.
4. Press SELECT to edit the number.

Note: You can press PAUSE to insert a pause.

5. Press NEXT to enter the name.

Note: You can press to toggle between upper and lower case.

6. Press SAVE to confirm.

Using the base:
1. Press REDIAL to access the redial list.
2. Press / to select the desired entry.
3. Press OPTION and / to select **Store**.
4. Press SELECT to edit the number.

Note: You can press PAUSE to insert a pause.

5. Press NEXT to enter the name.

Note: You can press to toggle between upper and lower case.

6. Press SAVE to confirm.

Delete a redial number

Using a handset:
1. Press REDIAL to access the redial list.
2. Press / to select the desired entry.
3. Press OPTION and / to select **Delete**.
4. Press SELECT to delete.

Using the base:

1. Press REDIAL to access the redial list.
2. Press VOL+/VOL- to select the desired entry.
3. Press OPTION and VOL+/VOL- to select **Delete**.
4. Press SELECT to delete.

FIND HANDSET (PAGING)

This feature helps you find a misplaced handset.

1. Press MENU and VOL+/VOL- on the base to select **Page all HS**.
2. Press SELECT to page and all handsets registered to the base will ring.
3. Press any dialling key, REDIAL or on the handset or STOP on the base to stop paging.

CHAIN DIALLING

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

Access a number in the phonebook on a home call

Using a handset:

1. Press OPTION and VOL+/CALLS VOL- to select **Phonebook**.
2. Press SELECT and VOL+/CALLS VOL- to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT and VOL+/CALLS VOL- to select the desired entry.
4. Press DIAL to dial the selected number.

Using the base:

1. Press OPTION and VOL+/VOL- to select **Phonebook**.
2. Press SELECT and VOL+/VOL- to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT and VOL+/VOL- to select the desired entry.
4. Press DIAL to dial the selected number.

Access a number in the call list on a home call

Using a handset:

1. Press OPTION and VOL+/CALLS VOL- to select **Call log**.
2. Press SELECT and VOL+/CALLS VOL- to select the desired entry.
3. Press DIAL to dial the selected number.

Using the base:

1. Press OPTION and VOL+/VOL- to select **Call log**.
2. Press SELECT and VOL+/VOL- to select the desired entry.
3. Press DIAL to dial the selected number.

Access the last number redial on a home call

Using a handset:

1. Press OPTION and VOL+/CALLS VOL- to select **Redial last #**.
2. Press SELECT to select the last redial entry.
3. Press DIAL to dial the number.

Using the base:

1. Press OPTION and VOL+/VOL- to select **Redial last #**.
2. Press SELECT to select the last redial entry.
3. Press DIAL to dial the number.

PHONEBOOK

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

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

ADD A NEW PHONEBOOK ENTRY

Using a handset:

1. Press MENU and VOL+/CALLS VOL- to select **PHONEBOOK**.
2. Press SELECT and VOL+/CALLS VOL- to select **Home** phonebook.
3. Press SELECT and VOL+/CALLS VOL- to select **Store**.
4. Press SELECT to enter the number.

Note: You can press PAUSE to insert a pause.

5. Press NEXT to enter the name.

Note: You can press * to toggle between upper and lower case.

6. Press SAVE to save the entry.

Using the base:

1. Press MENU and VOL+/VOL- to select **Phonebook**.
2. Press SELECT and VOL+/VOL- to select **Home** phonebook.
3. Press SELECT and VOL+/VOL- to select **Store**.
4. Press SELECT to enter the number.

Note: You can press PAUSE to insert a pause.

5. Press NEXT to enter the name.

Note: You can press * to toggle between upper and lower case.

6. Press SAVE to save the entry.

Note: You cannot create new entries in your downloaded phonebooks from your **Telstra 12950**.

VIEW A PHONEBOOK ENTRY

Using a handset:

1. Press VOL+ to access the phonebook.
2. Press VOL+/CALLS VOL- to select **Home** phonebook or a downloaded phonebook.
3. Pess SELECT and VOL+/CALLS VOL- to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.

OR

1. Press MENU and VOL+/CALLS VOL- to select **PHONEBOOK**.
2. Press SELECT and VOL+/CALLS VOL- to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**.
4. Press SELECT and VOL+/CALLS VOL- to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.

Using the base:

1. Press MENU and VOL+/VOL- to select **Phonebook**.
2. Press SELECT and VOL+/VOL- to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**.
4. Press SELECT and VOL+/VOL- to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.

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

EDIT A PHONEBOOK ENTRY

You may edit any phonebook entry. However, be aware that if you download from a mobile phone again, the phonebook will be erased and replaced with the current mobile phone phonebook. If you have edited the downloaded entries on **Telstra 12950**, those changes will be lost. To avoid losing changes made to the downloaded phonebook, we suggest you edit the number in your mobile phone, then download the phonebook.

Using a handset:

1. Press MENU to access the phonebook.
2. Press MENU/CALLS to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT and MENU/CALLS to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.
4. Press EDIT to edit the number.
5. Press NEXT to edit the name.
6. Press SAVE to confirm.

   OR
1. Press MENU and MENU/CALLS to select **PHONEBOOK**.
2. Press SELECT and MENU/CALLS to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**.
4. Press SELECT and MENU/CALLS to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.
5. Press EDIT to edit the number.
6. Press NEXT to edit the name.
7. Press SAVE to confirm.

Note: You can press * to toggle between upper and lower case.

Using the base:

1. Press MENU and VOL+/VOL- to select **PHONEBOOK**.
2. Press SELECT and VOL+/VOL- to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**.
4. Press SELECT and VOL+/VOL- to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.
5. Press EDIT to edit the number.
6. Press NEXT to edit the name.
7. Press SAVE to confirm.

Note: You can press * to toggle between upper and lower case.

DELETE A PHONEBOOK ENTRY

Using a handset:

1. 1.Press MENU to access the phonebook.
2. Press MENU/CALLS to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT and MENU/CALLS to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.
4. Press DELETE, and **"Delete contact?"** will be displayed.
5. Press YES to delete the entry.

   OR
1. Press MENU and MENU/CALLS to select **PHONEBOOK**.
2. Press SELECT and MENU/CALLS to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**.
4. Press SELECT and MENU/CALLS to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.
5. Press DELETE, and **"Delete contact?"** will be displayed.
6. Press YES to delete the entry.

Using the base:

1. Press MENU and VOL+/VOL- to select **Phonebook**.
2. Press SELECT and VOL+/VOL- to select **Home** phonebook or a downloaded phonebook.
3. Press SELECT to select **Review**.
4. Press SELECT and VOL+/VOL- to browse the entries. You can also enter the first character of your desired name of the phonebook entry by multi-tap to search the entry.
5. Press DELETE , and **"Delete contact?"** will be displayed.
6. Press YES to delete the entry.

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

REMOVE A DOWNLOADED PHONEBOOK

Using a handset:

1. Press MENU and MENU/CALLS to select **PHONEBOOK**.
2. Press SELECT and MENU/CALLS to select the desired downloaded phonebook.
3. Press SELECT and MENU/CALLS to select **Remove pb.**.
4. Press SELECT.
5. Press SELECT to confirm.

Using the base:

1. Press MENU and VOL+/VOL- to select **Phonebook**.
2. Press SELECT and VOL+/VOL- to select the desired downloaded phonebook.
3. Press SELECT and VOL+/VOL- to select **Remove pb.**.
4. Press SELECT.
5. Press SELECT to confirm.

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

SECURITY PIN FOR DOWNLOADED PHONEBOOK

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

Using a handset:

1. Press MENU and / to select **PHONEBOOK**.
2. Press SELECT and / to select the desired downloaded phonebook.
3. Press SELECT and / to select **Security**.
4. Press SELECT and / to select **On** or **Off**.
5. Press SELECT and then use the keypad to enter 4-digit PIN if you select **On**.
6. Repeat step 5 to enter the 4-digit PIN again.
7. Press SELECT to confirm.

Using the base:

1. Press MENU and / to select **Phonebook**.
2. Press SELECT and / to select the desired downloaded phonebook.
3. Press SELECT and / to select **Security**.
4. Press SELECT and / to select **On** or **Off**.
5. Press SELECT and then use the keypad to enter 4-digit PIN if you select **On**.
6. Repeat step 5 to enter the 4-digit PIN again.
7. Press SELECT to confirm.

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

SETTINGS

Your Telstra 12950 comes with a selection of settings that you can change to personalize your phone the way you like it to work.

HANDSET SETTINGS

Set the ringer volume

1. Press MENU and / to select **AUDIO**.
2. Press SELECT to select **Ringer volume**.
3. Press SELECT and / to select **Home**, **Mobile 1**, **Mobile 2** or **All home & mob.**.
4. Press SELECT and / to select the desired volume level (a total of 6 ringer volume levels), or press OFF to turn the ringer off.

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

5. Press OK to confirm.

Note: When the ringer volumes for all are set to off or the lowest level, a appears. When only one or two of the ringer volume is off or set to the lowest level, a flashes.

Set the ringer tone

1. Press MENU and / to select **AUDIO**.
2. Press SELECT and / to select **Ringer tone**.
3. Press SELECT and / to select **Home**, **Mobile 1**, **Mobile 2** or **All home & mob.**.
4. If you selected **Home**, press SELECT and / to select **External** or **Internal**.
5. Press SELECT and / to select the desired melody.
6. Press OK to confirm.

Note: The respective ringer melody will be played while browsing the melody list.

Set the key tone

A single beep is emitted when you press a key. You can turn on or off the key tone.

1. Press MENU and / to select **AUDIO**.
2. Press SELECT and / to select **Key tone**.
3. Press SELECT and / to select **On** or **Off**.
4. Press OK to confirm.

Set the low battery tone

1. Press MENU and / to select **AUDIO**.
2. Press SELECT and / to select **Low battery**.
3. Press SELECT and / to select **On** or **Off**.
4. Press OK to confirm.

Set the no coverage tone

1. Press MENU and / to select **AUDIO**.
2. Press SELECT and / to select **No covarage**.
3. Press SELECT and / to select **On** or **Off**.
4. Press OK to confirm.

SET DATE AND TIME

You will need to set the date and time for the handset to display the correct 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.

Change the date format

1. Press MENU and ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT and ▲/CALLS ▼ to select **Date format**.
3. Press SELECT and ▲/CALLS ▼ to select **DD/MM/YY** or **MM/DD/YY**.
4. Press OK to confirm.

Change the time format

1. Press MENU and ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT and ▲/CALLS ▼ to select **Time format**.
3. Press SELECT and ▲/CALLS ▼ to select **12 - Hour** or **24 - Hour**.
4. Press OK to confirm.

Set date/time

1. In standby mode, press MENU and then ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT to select **Set date/time**.
3. Press SELECT then use the keypad to enter the date according to **DD/MM/YY** or **MM/DD/YY** format. (To change date format, see page 38.)
   OR
   Press ▲/CALLS ▼ until the screen displays the correct value. Press OK to advance.
4. Press OK and use the keypad to enter the time according to **12-Hour** or **24-Hour** format. (To change time format, see page 38.)
   OR
   Press ▲/CALLS ▼ until the screen displays the correct value. Press OK to advance.
5. Press OK to save the settings.

Set the auto keylock

1. Press MENU and ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT and ▲/CALLS ▼ to select **Auto keylock**.
3. Press SELECT and ▲/CALLS ▼ to select the desired item.
4. Press OK to confirm.

Set the recall (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 MENU and ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT and ▲/CALLS ▼ to select **Flash time**.
3. Press SELECT and ▲/CALLS ▼ to select the desired item.
4. Press OK to confirm.

Change the system PIN

1. Press MENU and ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT and ▲/CALLS ▼ to select **System PIN**.
3. Press SELECT to enter the old system PIN. (Default is **0000**)

Note: If the old system PIN is wrong, you will hear an error tone and be asked to enter it again.

4. Press OK to enter the four-digit new system PIN.
5. Press OK to enter the four-digit new system PIN again.
6. Press OK to confirm.

Note: If the new PIN entered in Step 5 is not matched with the new system PIN entered in Step 4, user is requested to enter the old system PIN again in Step 3.

Reset the handset

1. Press MENU and ▲/CALLS ▼ to select **SETTINGS**.
2. Press SELECT and ▲/CALLS ▼ to select **Reset**.
3. Press SELECT to enter the four-digit system PIN. (Default is **0000**)
4. Press OK to confirm.
5. Press YES to reconfirm, or press NO to cancel.

BASE SETTINGS

Set the ringer volume

1. Press MENU and ▲VOL+/VOL- ▼ to select **Audio**.
2. Press SELECT to select **Ringer volume**.
3. Press SELECT and ▲VOL+/VOL- ▼ to select **Home**, **Mobile 1**, **Mobile 2** or **All home & mob.**.
4. Press SELECT and ▲VOL+/VOL- ▼ to select the desired volume level (a total of 6 ringer volume levels), or press OFF to turn the ringer off.

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

5. Press OK to confirm.

Note: When the ringer volumes for all are set to off or the lowest level, a ♫ appears. When only one or two of the ringer volume is off or set to the lowest level, a ♫ flashes.

Set the ringer tone

1. Press MENU and ▲VOL+/VOL- ▼ to select **Audio**.
2. Press SELECT and ▲VOL+/VOL- ▼ to select **Ringer tone**.
3. Press SELECT and ▲VOL+/VOL- ▼ to select **Home**, **Mobile 1**, **Mobile 2** or **All home & mob.**
4. If you selected **Home**, press SELECT and ▲VOL+/VOL- ▼ to select **External** or **Internal**.
5. Press SELECT and ▲VOL+/VOL- ▼ to select the desired melody.
6. Press OK to confirm.

Note: The respective ringer melody will be played while browsing the melody list.

Set the key tone

A single beep is emitted when you press a key. You can turn on or off the key tone.

1. Press MENU and ▲VOL+/VOL- ▼ to select **Audio**.
2. Press SELECT and ▲VOL+/VOL- ▼ to select **Key tone**.
3. Press SELECT and ▲VOL+/VOL- ▼ to select **On** or **Off**.
4. Press OK to confirm.

SET THE DATE AND TIME

You will need to set the date and time for the handset to display the correct 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.

Change the date format

1. Press MENU and ▲VOL+/VOL- ▼ to select **Settings**.
2. Press SELECT and ▲VOL+/VOL- ▼ to select **Date format**.
3. Press SELECT and ▲VOL+/VOL- ▼ to select **DD/MM/YY** or **MM/DD/YY**.
4. Press OK to confirm.

Change the time format

1. Press MENU and VOL+/VOL- to select **Settings**.
2. Press SELECT and VOL+/VOL- to select **Time format**.
3. Press SELECT and VOL+/VOL- to select **12 - Hour** or **24 - Hour**.
4. Press OK to confirm.

Set date/time

1. In standby mode, press MENU and then VOL+/VOL- to select **Settings**.
2. Press SELECT to select **Set date/time**.
3. Press SELECT then use the keypad to enter the date according to **DD/MM/YY** or **MM/DD/YY** format. (To change date format, see page 39.)
   OR
   Press VOL+/VOL- until the screen displays the correct value. Press OK to advance.
4. Press OK and use the keypad to enter the time according to **12-Hour** or **24-Hour** format. (To change time format, see page 40.)
   OR
   Press VOL+/VOL- until the screen displays the correct value. Press OK to advance.
5. Press OK to save the settings.

Set the recall (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 MENU and VOL+/VOL- to select **Settings**.
2. Press SELECT and VOL+/VOL- to select **Flash time**.
3. Press SELECT and VOL+/VOL- to select the desired item.
4. Press OK to confirm.

Change the system PIN

1. Press MENU and VOL+/VOL- to select **Settings**.
2. Press SELECT and VOL+/VOL- to select **System PIN**.
3. Press SELECT to enter the old system PIN. (Default is **0000**)

Note: If the old system PIN is wrong, you will hear an error tone and be asked to enter it again.

4. Press OK to enter the four-digit new system PIN.
5. Press OK to enter the four-digit new system PIN again.
6. Press OK to confirm.

Note: If the new PIN entered in Step 5 is not matched with the new system PIN entered in Step 4, user is requested to enter the old system PIN again in Step 3.

Reset the base

1. Press MENU and VOL+/VOL- to select **Settings**.
2. Press SELECT and VOL+/VOL- to select **Reset**.
3. Press SELECT to enter the four-digit system PIN. (Default is **0000**)
4. Press OK to confirm.
5. Press YES to reconfirm, or press NO to cancel.

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, dialled numbers will be saved in the telephone's Calls list. Your phone can store up to 50 answered calls and unanswered with date/time information in the call list. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your private phonebook, the caller's name stored in the phonebook will be displayed with the number.

Missed calls are marked with **xx New call(s)**. Each time you review a call list entry marked with , the number of missed calls decreases by one. When you have reviewed all the missed calls, the missed calls indicator no longer shows. You can review, redial, and copy an entry into the phonebook. Entries appear in reverse chronological order. Only one handset can review the call list at a time. If a handset tries to enter the call list while another handset is already in it, **Not available at this time** appears.

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

CALL LIST DISPLAY SCREEN MESSAGES

PRIVATE	The caller is blocking the telephone number
UNAVAILABLE	This caller's number is unavailable

IMPORTANT

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

VIEW THE CALL LIST

All received calls are saved in call list with the latest call putting at the top of the list. When the call list is full, the oldest call will be replaced by a new call.

Using a handset:

1. Press CALLS/VOL- to access the call list.
   OR
   Press MENU and VOL+/CALLS/VOL- to select **CALL LOG**, and then press SELECT to select **Review**. Press SELECT to access the call list.
2. Press VOL+/CALLS/VOL- to view the entry.

Using the base:

1. Press MENU and VOL+/VOL- to select **Call log**, and then press SELECT to select **Review**. Press SELECT to access the call list.
2. Press VOL+/VOL- to view the entry.

Store a call list number into the phonebook

Using a handset:

1. Press CALLS LIST to access the call list.
   OR
   Press MENU and VOL+ / CALLS LIST to select **CALL LOG**, and then press SELECT to select **Review**. Press SELECT to access the call list.
2. Press VOL+ / CALLS LIST to select the desired entry.
3. Press SAVE to edit the number.
4. Press NEXT to enter the name.

Note: You can press * to toggle between upper and lower case.

5. Press SAVE to confirm.

Using the base:

1. Press MENU and VOL+ / VOL- to select **Call log**, and then press SELECT to select **Review**. Press SELECT to access the call list.
2. Press VOL+ / VOL- to select the desired entry.
3. Press SAVE to edit the number.
4. Press NEXT to enter the name.

Note: You can press * to toggle between upper and lower case.

5. Press SAVE to confirm.

Delete an entry in the call list

Using a handset:

1. Press CALLS LIST to access the call list.
   OR
   Press MENU and VOL+ / CALLS LIST to select **CALL LOG**, and then press SELECT to select **Review**. Press SELECT to access the call list.
2. Press VOL+ / CALLS LIST to select the desired entry.
3. Press DELETE to delete the entry.

Using the base:

1. Press MENU and VOL+ / VOL- to select **Call log**, and then press SELECT to select **Review**. Press SELECT to access the call list.
2. Press VOL+ / VOL- to select the desired entry.
3. Press DELETE to delete the entry.

Delete the entire list of the call list

Using a handset:

1. Press MENU and VOL+ / CALLS LIST to select **CALL LOG**.
2. Press SELECT and VOL+ / CALLS LIST to select **Del all calls**.
3. Press SELECT to confirm.
4. Press YES to reconfirm, or press NO to cancel.

Using the base:

1. Press MENU and VOL+ / VOL- to select **Call log**.
2. Press SELECT and VOL+ / VOL- to select **Del all calls**.
3. Press SELECT to confirm.
4. Press YES to reconfirm, or press NO to cancel.

FLASHING MESSAGE INDICATOR (FMI)

The **Telstra 12950** 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 2200.
When a new message is left, an will be displayed on the handset. After you have listened to your message(s) the will disappear.

To clear voicemail indicator through a handset:

1. Press MENU and VOL+ / CALLS LIST to select **SETTINGS.**
2. Press SELECT and VOL+ / CALLS LIST to select **Clr voicemail**.
3. Press SELECT, **Turn of indicator?** Shows on the screen.
4. Press YES to turn the voicemail indication off, or press NO to cancel the procedure.

To clear voicemail indicator through the base:

1. Press MENU and VOL+ / VOL- to select **Settings**.
2. Press SELECT and VOL+ / VOL- to select **Clr voicemail**.
3. Press SELECT, **Turn of indicator?** Shows on the screen.
4. Press YES to turn the voicemail indication off, or press NO to cancel the procedure.

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®

Using a handset:
Press RECALL or SPEAKER, and dial 101.
OR
While the handset is in standby mode, *press and hold* 1 . The handset will dial 125101.

Using the base:
Press PHONE, and dial 101.
OR
While the base is in standby mode, *press and hold* 1 . The base will dial 125101.

CALL WAITING

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

1. During a call, press OPTION to select **Call Waiting**. Your first caller is put on hold and you can talk to your second caller.
2. To revert back to the original caller, press OPTION to select **Call Waiting** 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

Using a handset:

1. Press RECALL while in the first call.
2. Dial the second phone number.
3. Press OPTION and VOL+ / CALLS LIST to select **3-Way Chat** to connect the 3-way Chat.

Using the base:

1. Press RECALL while in the first call.
2. Dial the second phone number.
3. Press OPTION and VOL+/VOL- to select **3-Way Chat** to connect the 3-Way Chat.

To split a 3-Way Chat or switch between callers

1. Press OPTION to select **Call Waiting** while in the call.

TO ACCESS PRE-STORED TELSTRA NETWORK SERVICES

Using a handset:

1. In idle, press MENU and then VOL+/CALLS to select **INFO SERVICES**.
2. Press SELECT and then VOL+/CALLS to access seven Telstra services number (non-user programmable).

Using the base:

1. In idle, press MENU and then VOL+/VOL- to select **Info Services**.
2. Press SELECT and then VOL+/VOL- to access seven Telstra services number (non-user programmable).
   C.W. On (Turn Call Waiting on)
   C.W. Off (Turn Call Waiting off)
   Chk Call Wait (To check Call waiting status)
   Call Return (To use Call Return)
   CF Imm. On (Turn Call Forward Immediate on)
   CF Imm. Off (Turn Call Forward Immediate off)
   Chk CF Imm. (To check Call Forward Immediate)

TO CHECK OR TURN CALL WAIT ON/OFF

Using a handset:

1. Press MENU and then VOL+/CALLS to select **INFO SERVICES**.
2. Press SELECT and then VOL+/CALLS to select **C.W. On**, **C. W. Off** or **Chk Call Wait**.
3. Press RECALL or ◀ to call the number.

Using the base:

1. Press MENU and then VOL+/VOL- to select **Info Services**.
2. Press SELECT and then VOL+/VOL- to select **C.W. On**, **C. W. Off** or **Chk Call Wait**.
3. Press ✆ to call the number.

TO USE CALL RETURN

Using a handset:

1. Press MENU and then VOL+/CALLS to select **INFO SERVICES**.
2. Press SELECT and then VOL+/CALLS to select **Call Return**.
3. Press RECALL or ◀ to call the number.

Using the base:

1. Press MENU and then VOL+/VOL- to select **Info Services**.
2. Press SELECT and then VOL+/VOL- to select **Call Return**.
3. Press ✆ to call the number.

TO TURN CALL FORWARD IMMEDIATE ON

Using a handset:

1. Press MENU and then VOL+/CALLS to select **INFO SERVICES**.
2. Press SELECT and then VOL+/CALLS to select **CF Imm. On**.
3. Press SELECT and enter the forward number.
4. Press RECALL or ◀ to call the number.

Using the base:

1. Press MENU and then VOL+/VOL- to select **Info Services**.
2. Press SELECT and then VOL+/VOL- to select **CF Imm. On**.
3. Press SELECT and enter the forward number.
4. Press ✆ to call the number.

TO CHECK OR TURN CALL FORWARD IMMEDIATE OFF

Using a handset:

1. Press MENU and then VOL+/CALLS to select **INFO SERVICES**.
2. Press SELECT and then VOL+/CALLS to select **CF Imm. Off** or **Chk CF Imm**.
3. Press RECALL or ◀ to call the number.

Using the base:

1. Press MENU and then VOL+/VOL- to select **Info Services**.
2. Press SELECT and then VOL+/VOL- to select **CF Imm. Off** or **Chk CF Imm**.
3. Press ✆ to call the number.

ANSWERING MACHINE

The answering system can record and store up to 99 messages. You can set a desired recording time for messages. The total storage capacity for the outgoing messages, messages and memos is approximately 60 minutes. The actual recording time depends on individual message characteristics.

USING THE ANSWERING MACHINE FROM THE HANDSET

ANSWER ON/OFF

You can switch the answering machine **On** or **Off**. When it is **On**, select between **Answer & Record** mode or **Answer Only** mode.

The Answer and Record mode allows a caller to leave a message, and is set when **Answer & Record** is selected.

The Answer Only mode does not allow a caller to leave a message, and is set when **Answer Only** is selected.

The answering machine is supplied with pre-recorded outgoing messages for **Answer & Record** mode and **Answer Only** mode, but you can record your own personal outgoing messages if you wish.

When the answering machine is **On**, it will answer after a set number of rings.

When the answering machine is **Off**, or if the memory is full, it will answer after 10 rings, which allows remote access if required.

To turn the answering system on or off:
When you turn the answering machine **On**, the will display in handset and base screen.

1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and / to select **Ans sys setup**.
3. Press SELECT to select **Answer ON / OFF**.
4. Press SELECT and / to select **On** or **Off**.
5. Press OK to confirm.

Note: If you select **Off** to switch the Answering Machine off. The will disappear.

MESSAGE PLAYBACK

If you have new messages, the base screen light will turn on and e.g. **"3 New messages"** will flash in base screen, which means you have 3 new messages in your answering machine. And the will display on your base and handset screen. You can press OFF on the base to turn off the base screen light. When the answering machine is playing message, the base screen will display **"Playing message Message [X / Y]"** which prompts you which message is playing and how many messages in your answering machine.

1. Press MENU to select **ANS. SYSTEM.**
2. Press SELECT to select **Play msgs**.
3. Press SELECT to play messages.

Options during playback:
- Press / to adjust the speaker volume.
- Press 6 mno to skip to next message.
- Press 4 ghi to repeat the message currently playing. Press 4 ghi twice to listen to the previous message.
- Press 2 abc to stop the message playback and return to the previous menu.
- Press 5 jkl to delete the current message. The system advances to the next message.
- Press BACK to exit and return to the previous menu.

Notes:
- The first received new messages will be played first and then the second received new message will be played and so on (if more than one new message is received).
- Old messages will be played automatically after all new messages are played.
- When all messages are played, it will go back to the previous screen.

DELETE A MESSAGE

When your handset is playing a message, you can press 5 jkl to delete the current message.

DELETE ALL OLD MESSAGES

1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and / to select **Del all old**.
3. Press SELECT to confirm.
4. Press YES to reconfirm. Or press NO to return to previous screen.

Note: You cannot delete the new messages, so you will have to review them before trying to delete them.

RECORD MEMOS

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

1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and / to select **Record memo**.
3. Press SELECT to start to record your memos after you heard a beep.
4. Press SAVE to save it. And the recorded memo is automatically playing,
5. Press DELETE to delete the memo. Or press STOP to stop the memo playback.

OUTGOING MESSAGE

The outgoing message is the message a caller first hears when the answering machine answers their call. There are two pre-recorded outgoing messages or you can record your own.

Record your own outgoing message
1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and / to select **Ans sys setup**.
3. Press SELECT and / to select **Outgoing msg**.
4. Press SELECT and / to select **Record**.
5. Press SELECT and / to select **Answer & Record** or **Answer Only**.
6. Press SELECT, then the system will prompt you to start record your outgoing message after a beep.
7. Press SAVE to save and the recorded outgoing message will automatically play.
8. Press STOP to stop the playback. Or press DELETE to delete your recorded outgoing message.

Play your outgoing message
1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and / to select **Ans sys setup**.
3. Press SELECT and / to select **Outgoing msg**.
4. Press SELECT to select **Play**.
5. Press SELECT and / to select **Answer & Record** or **Answer Only**.
6. Press SELECT to confirm and the outgoing message will automatically play.

Delete the recorded outgoing message
You can delete the recorded outgoing message to set the default outgoing message back through your handset as bellow.

1. Follow steps from 1 to 6 in the section of **Play your outgoing message**.
2. Press DELETE to delete the recorded outgoing message. And the outgoing message will be reset to default.

Note: You can't delete the default outgoing message.

INCOMING CALL MESSAGES (ICM)

If the answering machine is **On** and set for **Answer & Record**, when there is an incoming call, the answering machine will answer it and play the pre-set outgoing message, followed by a beep sound. The caller can then leave a message. The caller's voice will also be played through the loudspeaker to allow you to screen the call and decide if you want to leave the answering machine to record the message, or if you want to talk to the caller directly.

At any time if you want to pick up the call, you can press RECALL or ◀ on the handset or press ✆ on the base to intercept the call and talk to the caller directly. The message recording will be stopped automatically. If the answering machine is in the process of recording, the message already stored will be saved.

ANSWERING MACHINE SETTINGS

Set the answer mode
1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and ▲VOL+/CALLS▼ to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/CALLS▼ to select **Answer Mode**.
4. Press SELECT and ▲VOL+/CALLS▼ to select **Answer & Record** or **Answer Only**.
5. Press OK to confirm.

Set the numbers of rings
You can set the answer delay to 2 rings, 4 rings, 6 rings, 8 rings or Time saver, e.g. if you set the answer delay to 2 rings, your answering machine will answer the call after the caller hearing two rings.

1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and ▲VOL+/CALLS▼ to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/CALLS▼ to select **Answer delay**.
4. Press SELECT and ▲VOL+/CALLS▼ to select **2 rings**, **4 rings**, **6 rings**, **8 rings** or **Time saver**.
5. Press OK to confirm.

Note: If the Time Saver setting is selected, the answering machine will pick up after two rings if there are new messages and after four rings if there is no message.

Set the recording time of incoming message
1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and ▲VOL+/CALLS▼ to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/CALLS▼ to select **Recording time**.
4. Press SELECT and ▲VOL+/CALLS▼ to select **30 seconds**, **60 seconds**, **120 seconds** or **Unlimited**.
5. Press OK to confirm.

Set call screening on or off
The call screening feature lets you listen to a caller leaving a message at the telephone base. You can turn this feature on or off with your handset.

1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and ▲VOL+/CALLS▼ to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/CALLS▼ to select **Call screening**.
4. Press SELECT and ▲VOL+/CALLS▼ to select **On** or **Off**.
5. Press OK to confirm

Set the answering machine message alert on or off
When the tone is turned on, you will hear this audible warning tone every 10 seconds if you have new messages.

1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and ▲VOL+/CALLS▼ to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/CALLS▼ to select **Msg alert tone**.
4. Press SELECT and ▲VOL+/CALLS▼ to select **On** or **Off**.
5. Press OK to confirm.

USING THE ANSWERING MACHINE AT THE BASE

ANSWER ON/OFF

When you turn the answering machine **On**, the 📼 will display in handset and base screen.

1. Press MENU to select **Ans. system.**
2. Press SELECT and ▲VOL+/VOL-▼ to select **Ans sys setup**.
3. Press SELECT to select **Answer ON / OFF**.
4. Press SELECT and ▲VOL+/VOL-▼ to select **On** or **Off**.
5. Press OK to confirm.

Note: If you select **Off** to switch the Answering Machine off. The 📼 will disappear.

MESSAGE PLAYBACK

If you have new messages, the base screen light will turn on and e.g. **"3 New Messages"** will flash in base screen, which means you have 3 new messages in your answering machine. And the 📼 will display on your base and handset screen. You can press OFF on the base to turn off the base screen light. When the answering machine is playing message, the base screen will display **"PLAYING MESSAGE MESSAGE [X / Y]"** which prompts you which message is playing and how many messages in your answering machine.

1. In idle, press ▶/■ on the base to listen to messages.
   Or using your base menu
1. Press MENU to select **Ans. system**.
2. Press SELECT to select **Play msgs**.
3. Press SELECT to start playing back the messages from speakerphone.

Options during playback:
- Press ▲VOL+/VOL-▼ to adjust the speaker volume.
- Press CANCEL ◀◀ if you want to skip back to the previous message during message playback.
- Press ▶▶ if you want to skip forward to the next message during message playback.
- Press ▶/■ if you want to stop the message playback.
- Press RECALL ✕ to delete the currently playing message.

Notes:
- The first received new messages will be played first and then the second received new messages will be played and so on (if more than one new message is received).
- Old messages will be played automatically after all new messages are played.
- When all messages are played, it will go back to previous screen.

DELETE A MESSAGE

1. Press RECALL on the base while a message is playing.
2. The current message or memo playing will be deleted. If there are more messages, the next message will start to play.

DELETE ALL OLD MESSAGES

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Del all old**.
3. Press SELECT to confirm.
4. Press YES to reconfirm. Or press NO to return to previous screen.

Note: You cannot delete new messages, so you will have to review them before trying to delete them.

RECORD MEMOS

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

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Record memo**.
3. Press SELECT to start to record your memos after you heard a beep.
4. Press SAVE to save it. And the recorded memo is automatically playing.
5. Press DELETE to delete the memo. Or press STOP to stop the memo playback.

Note: If your recorded memo is saved in your answering machine, the base screen light will turn on and e.g. **"1 New message"** flashing to prompt that you have 1 new message. Press OFF to turn off the base screen light.

OUTGOING MESSAGE

The outgoing message is the message a caller first hears when the answering machine answers their call. There is a pre-recorded outgoing message or you can record your own.

Record your own outgoing message

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Ans sys setup**.
3. Press SELECT and VOL+/VOL- to select **Outgoing msg**.
4. Press SELECT and VOL+/VOL- to select **Record**.
5. Press SELECT and VOL+/VOL- to select **Answer & Record** or **Answer Only**.
6. Press SELECT, the system will prompt you to start record your outgoing message after a beep.
7. Press SAVE to save and the recorded outgoing message will automatically play.
8. Press STOP to stop the playback. Or press DELETE to delete your recorded outgoing message.

Play your outgoing message

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Ans sys setup**.
3. Press SELECT and VOL+/VOL- to select **Outgoing msg**.
4. Press SELECT to select **Play**.
5. Press SELECT and VOL+/VOL- to select **Answer & Record** or **Answer Only**.
6. Press SELECT to confirm and the outgoing message will automatically play.

Delete the recorded outgoing message

You can delete the recorded outgoing message to set the default outgoing message back through your base as bellow.

1. Follow steps from 1 to 6 in the section of **Play your outgoing message**.
2. Press RECALL to delete the recorded outgoing message. And the outgoing message will be reset to default.

Note: You can't delete the default outgoing message.

INCOMING CALL MESSAGES (ICM)

If the answering machine is **On** and set for **Answer & Record**, when there is an incoming call, the answering machine will answer it and play the pre-set outgoing message, followed by a beep sound. The caller can then leave a message. The caller's voice will also be played through the loudspeaker to allow you to screen the call and decide if you want to leave the answering machine to record the message, or if you want to talk to the caller directly.

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

ANSWERING MACHINE SETTINGS

Set the answer mode

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Ans sys setup**.
3. Press SELECT and VOL+/VOL- to select **Answer Mode**.
4. Press SELECT and VOL+/VOL- to select **Answer & Record** or **Answer Only**.
5. Press OK to confirm.

Set the number of rings

You can set the answer delay to 2 rings, 4 rings, 6 rings, 8 rings and Time saver, e.g. if you set the answer delay to 2 rings, your answering machine will answer the call after the caller hearing two rings.

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Ans sys setup**.
3. Press SELECT and VOL+/VOL- to select **Answer delay**.
4. Press SELECT and VOL+/VOL- to select **2 rings**, **4 rings**, **6 rings**, **8 rings** and **Time saver**.
5. Press OK to confirm.

Note: If the Time Saver setting is selected, the answering machine will pick up after two rings if there are new messages, and after four rings if there is no message.

Set the recording time of incoming message

1. Press MENU to select **Ans. system**.
2. Press SELECT and VOL+/VOL- to select **Ans sys setup**.
3. Press SELECT and VOL+/VOL- to select **Recording time**.
4. Press SELECT and VOL+/VOL- to select **30 seconds**, **60 seconds**, **120 seconds** and **Unlimited**.
5. Press OK to confirm.

Set call screening on or off
The call screening feature lets you listen to a caller leaving a message at the telephone base. You can turn this feature on or off with your telephone base.

1. Press MENU to select **Ans. system**.
2. Press SELECT and ▲VOL+/▼VOL- to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/▼VOL- to select **Call screening**.
4. Press SELECT and ▲VOL+/▼VOL- to select **On** or **Off**.
5. Press OK to confirm

Set the answering machine message alert on or off
When the tone is turned on, you will hear this audible warning tone every 10 seconds if you have new messages.

1. Press MENU to select **Ans. system**.
2. Press SELECT and ▲VOL+/▼VOL- to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/▼VOL- to select **Msg alert tone**.
4. Press SELECT and ▲VOL+/▼VOL- to select **On** or **Off**.
5. Press OK to confirm.

REMOTE ACCESS

If you are away from your home, you can call your answering machine to switch on or off the answering machine and listen to your messages remotely using another phone (with tone dialling).

Activate or deactivate the remote access

Using a handset:
1. Press MENU to select **ANS. SYSTEM**.
2. Press SELECT and ▲VOL+/▼CALLS VOL- to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/▼CALLS VOL- to select **Remote access**.
4. Press SELECT and ▲VOL+/▼CALLS VOL- to select **On** or **Off**.
5. Press OK to confirm.

Using the base:
1. Press MENU to select **Ans. system**.
2. Press SELECT and ▲VOL+/▼VOL- to select **Ans sys setup**.
3. Press SELECT and ▲VOL+/▼VOL- to select **Remote access**.
4. Press SELECT and ▲VOL+/▼VOL- to select **On** or **Off**.
5. Press OK to confirm.

1. If the answer machine is switched off, it will answer the call after 10 rings and allow the caller to switch the answer machine on, or check the messages from a remote location.
2. When you hear the outgoing message, press ✱ and then enter the 4-digit security code. (The default 4-digit code is **0000**)
   OR
   If the answer machine is switched on, when it is playing the outgoing message, you can press ✱ and then enter the correct remote access code to enter the remote access mode.

3. Press the following keys to carry out your desired function during message playback:

Keys	Description	
	During Message Playback	Message is not playing
1		Play remote access menu
2	Stop Message	Play message
4	Repeat playing the current message from the beginning. Press twice to skip backward to previous message.	
5	Delete Message	
6	Skip forward	
7		Turn answering machine on
9		Turn answering machine off
*****		Enter the remote access code if the answering machine is on and during OGM is playing

ADDITONAL HANDSETS
(MULTI HANDSET PACKS ONLY)

INTERCOM AND CONFERENCE CALL
This feature allows you to make internal calls, transfer external calls and make conference calls.

Intercom

Using a handset:
1. Press MENU and / on the handset to select **INTERCOM**.
2. Press SELECT and / to select the base or the desired handset you want to intercom with.
3. Press SELECT, and the called base or handset will ring.
4. Press on the called base to answer the call.
   OR
   Press or on the called handset to answer the call.

Using the base:
1. Press MENU and / on the base to select **Intercom**.
2. Press SELECT and / to select the desired handset you want to intercom with.
3. Press SELECT, and the called handset will ring.
4. Press or on the called handset to answer the call.

Transfer an external call

Using a handset:
During an external call:
1. Press OPTION to select **INTERCOM**.
2. Press SELECT and / to select the base or the desired handset you want to intercom with.
3. Press SELECT. The external call is put on hold automatically and the called base or handset rings.
4. Press or on the called handset to answer the call.
   OR
   Press on the called base to answer the call.
5. Press on the calling handset to end the call, and the external call will be transferred to the called base or handset automatically.

Using the base:
During an external call:
1. Press OPTION to select **Intercom**.
2. Press SELECT and / to select the desired handset you want to intercom with.
3. Press SELECT. The external call is put on hold automatically and the called handset rings.
4. Press or on the called handset to answer the call.
5. Press on the calling base to end the call, and the external call will be transferred to the called handset automatically.

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.

Using a handset:
During an external call:
1. Follow steps from 1 to 4 in the section of **Transfer an external call**.
2. Press OPTION on the calling handset to select **Conference**.
3. Press SELECT to initiate the 3-way conference call.

Note: During the conference call, any internal party hangs up to leave the conference, it will leave the other one still in connection with the external call.

Using the base:
1. Follow steps from 1 to 4 in the section of **Transfer an external call**.
2. Press OPTION on the calling base to select **Conference**.
3. Press SELECT to initiate the 3-way conference call.

Note: During the conference call, any internal party hangs up to leave the conference, it will leave the other one still in connection with the external call.

Switch between internal call and external call

Using a handset:
During a conference call:
1. Press OPTION on the calling handset to select **Single**, and then press SELECT. The calling handset will connect to the external call and the internal call is put on hold.
2. To switch to the internal call, press OPTION and / on the calling handset to select **Brokering**, and then press SELECT.
3. To switch back to the external call, press OPTION and / on the calling handset to select **Brokering** again, and then press SELECT.

Note: Any time when you on an internal call or external call switched from a conference call, you can press OPTION on the calling handset to select **Conference** and then press SELECT to establish the conference call again.

Using the base:
During a conference call:
1. Press OPTION on the calling base to select **Single**, and then press SELECT. The calling base will connect to the external call and the internal call is put on hold.
2. To switch to the internal call, press OPTION and / on the calling base to select **Brokering**, and then press SELECT.
3. To switch back to the external call, press OPTION and / on the calling base to select **Brokering** again, and then press SELECT.

Note: Any time when you on an internal call or external call switched from a conference call, you can press OPTION on the calling base to select **Conference** and then press SELECT to establish the conference call again.

REGISTRATION
Your handset and base station is pre-registered. If for some reason, the handset is not registered to the base station, **"NOT REGISTERED"** will be displayed on the handset screen, register your handset according to the following procedure.

Using a handset:
1. Put the handset on the base, **"Press HOLD on BASE for 4 sec"** will display in the handset screen.
   Or use your handset menu.
1. Press MENU and / on the handset to select **SETTINGS**.
2. Press SELECT and / to select **Register**.
3. Press SELECT to enter the system PIN. (Default is **0000**)
4. Press OK and go ahead with the following procedures using the base.

Using the base:

5. *Press and hold* **HOLD** on the base for about four seconds until the telephone base displays **"Registering handset..."**. The handset shows **"Handset X registered"** (**X** represents the handset number assigned) and you hear a beep when the registration completes.

Note: If the registration fails, **"No base found"** displays in the handset screen and then **"To register, pick up handset from CHARGER"** displays. Try the registration process again.
You cannot register a handset if any other system handset is in use.

DEREGISTER HANDSETS

Using a handset:

1. Press MENU and ▲/▼ to select **SETTINGS**.
2. Press SELECT and ▲/▼ to select **De-register**.
3. Press SELECT to enter the system PIN. (Default is **0000**)
4. Press OK and a list of registered handsets is displayed.
5. Press ▲/▼ and SELECT to de-register a handset.
6. Press YES to reconfirm or NO to cancel.

Using the base:

1. Press MENU and ▲/▼ to select **Settings**.
2. Press SELECT and ▲/▼ to select **De-register**.
3. Press SELECT to enter the system PIN. (Default is **0000**)
4. Press OK and a list of registered handsets is displayed.
5. Press ▲/▼ and SELECT to de-register a handset.
6. Press YES to reconfirm or NO to cancel.

Note: You cannot de-register the handset that you are currently using.

I cannot add my mobile phone to the telephone base

- Make sure you have mobile coverage.
- Make sure the Bluetooth function of your mobile phone is turned on. See the user's manual of your mobile phone for more information.
- Make sure that you set your mobile phone to search for devices.
- If the **Telstra 12950** is in your mobile phone device history list, delete it and try pairing again.
- Carefully follow the pairing instructions on page 20 and make sure that your mobile phone is not connected to any other Bluetooth device.
- Turn off your mobile phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I cannot add my headset to the telephone base

- Make sure that your Bluetooth headset is in discoverable mode when pairing with the telephone base. See the user's manual of your headset for more information on how to set your headset to discoverable mode.
- Carefully follow the pairing instructions on page 20 and make sure that your headset is not connected to any other Bluetooth device.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I cannot connect my mobile phone with the telephone base

- Make sure that the Bluetooth function of your mobile phone is turned on. See the user's manual of your mobile phone for more information.
- Make sure that your Bluetooth mobile phone is not connected to any other Bluetooth device.
- Turn off your mobile phone, then turn it on again.
- Make sure that your mobile phone is on the paired devices list.
- For some mobile phones, you must authorise the **Telstra 12950** in your mobile phone's Bluetooth settings. See the user's manual of your mobile phone for more information.
- Manually connect your mobile phone to the **Telstra 12950**. Refer to the user's manual of your mobile phone for more information.

I cannot connect my headset with the telephone base

- Make sure that your Bluetooth headset is not connected to any other Bluetooth device.
- Make sure that your headset is on the paired devices list.

I cannot put my headset in discoverable mode

- Refer to the user's manual of your headset for information on how to set your headset to discoverable mode.
- Make sure that the headset is not connected to any other Bluetooth device in order to successfully pair and connect to the telephone base.
- Carefully follow the pairing process on page 20.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

I don't know how to search for or add new devices on my mobile phone

- Most mobile phones have the Bluetooth feature in the connection or setup menus. Please refer to the user's manual of your mobile phone.
- In general, press the menu key on your mobile phone, then look for the Bluetooth menu in the settings or connection menu. In the Bluetooth menu, select the option to search for or add new devices.

My mobile phone disconnects with the telephone base

- Turn off your mobile phone, then turn it on again.
- Make sure that you are not using your mobile phone when on a mobile call.

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

Bluetooth system busy appears on the display
- Make sure that your mobile phone is not in use when connected and on the active devices list.
- Make sure that your mobile phone or headset is not connected to any other Bluetooth device.
- **Telstra 12950** can only use one Bluetooth device at a time.

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

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

I cannot download contacts from my mobile phone to my Telstra 12950
- Make sure that your mobile phone is paired and connected to the base.
- Make sure you place your mobile phone next to the base while downloading.
- If your mobile phone does not support the download, you can send the phonebook from your mobile phone. The system can receive the phonebook automatically. See the user's manual of your mobile phone for more information.

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

Some of my mobile phone contacts were not imported to my Telstra 12950
- Make sure to try copying the contacts from your SIM card to your mobile phone memory first, then download from your phone memory. If that doesn't work, try copying the contacts from your mobile phone memory to your SIM card, then download from your SIM card. For more information on how to transfer contacts between your SIM card and your phone memory, refer to the user's manual of your mobile phone.

Can the Telstra 12950 help the poor mobile phone reception in my house
- If your mobile phone has poor reception in your home, the **Telstra 12950** cannot improve the reception. However, if you have a location in your house with better reception, you can leave your mobile phone in that location while you use **Telstra 12950** mobile line. In order for this to work, the mobile phone must be within 9 metres of the telephone base for optimal performance.

The listening volume of my mobile call is too loud or quiet
- During a mobile call, if the listening volume is too loud or quiet, try changing the volume on your mobile phone. On some mobile phones, changing the volume on the mobile phone affects your mobile call volume on the **Telstra 12950** handset.

Phone does not work
- Have you installed the battery correctly? See page 9.
- Check that the mains power is correctly connected.

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 37.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base. See page 55

No display
- The battery may be flat, dead or incorrectly inserted.
- Recharge or replace the battery

Handset displays "Out of range or no pwr at base"
- Is the handset registered correctly to the base? See page 55.
- 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.

does not appear to be filling when on charge
- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.
- f 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 12950** base may be on the line.

Answering machine does not record any messages
- Make sure the answering machine is switched on. See page 46.
- The memory may be full, please delete some old messages to free up space. See page 47.

Answering machine messages have the wrong date and time
- Have you manually set the date and time? See page 11.

Cannot access your messages from another phone

- Has remote access been disabled? To enable remote access, see page 52.
- 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 outgoing message is playing. Wait until the outgoing message 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 41.
- 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 12950** can interfere with other electrical equipment if it is placed too close. It is recommended that you place your **Telstra 12950** 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.

CUSTOMER HELPLINE

If you are still experiencing difficulties please call TecHelp on 1300 369 193 or email tcpsupport_au@vtech.com

GENERAL INFORMATION

REPLACING THE HANDSET BATTERY

After a time, you may find that the handset battery is running out of charge more quickly. This is a standard sign of wear and the battery will need replacing. A replacement rechargeable Nickel Metal Hydride (NiMH) battery can be purchased from TecHelp line on 1300 369 193 or 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 requires electricity to work. You will not be able to make any telephone calls when the power fails. Alternative arrangements should be made for access to emergency services in times of powerfailure.

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. A spare rechargeable battery can be purchased from TecHelp Information Line 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. Contact TecHelp Information Line on 1300 369 193 for all repairs.
- 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.

Note: Telstra accepts no responsibility for damage caused to your Telstra 12950 handset by using any other type of battery.

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

CLEANING

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

ENVIRONMENTAL

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

TELSTRA ACCESSORIES AND REPLACEMENT ITEMS

For a full range of accessories and replacement items for Telstra products, please call TecHelp Information Line on 1300 369 193.

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 12950 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 guarantee of ringing, even when the REN is less than 3.

CUSTOMER SERVICE & PRODUCT WARRANTY

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

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

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

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

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

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

For your records
Date of purchase:

_____
Place of purchase:

_____
Serial number:

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

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

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

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

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

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

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