Telstra 2400/2400a
Digital DECT Cordless Telephone/
Digital DECT Cordless Telephone with Digital Answering Machine

User Guide

If you have any problems with your phone, refer to the Help section of this User Guide or call TecHelp on 1300 369 193.

Telstra

Introduction
to your Telstra 2400/2400a Digital DECT Cordless Telephone with Digital Answering Machine

- Send and receive text messages[1]
- 50 Name and number phonebook
- Use Calling Number Display[2] to see the number of the person calling and keep track of unanswered calls
- Last number redial to display and redial the last 20 numbers called from your handset
- Use up to 5 handsets with the base without the need for additional wiring, or using the same phone line
- Digital answering machine with 18 minutes recording time (Telstra 2400a only)

DECT INTERFERENCE FREE PHONE FREQUENCY

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 2400/2400a provides: -

- Digital clarity
- Digital range
- Digital security

See **Things you need to know** on page 56 for important information.

IMPORTANT

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

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 in 'Getting Started', on the next few pages.

Need help?

If you have any problems setting up or using your Telstra 2400/2400a please contact the TecHelp line on 1300 369 193.

Alternatively, you may find the answer in 'Help' at the back of this guide.

Got everything?

Telstra 2400
- Telstra 2400 handset
- Telstra 2400 base unit
- 2 x AAA NiMH rechargeable batteries
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug

Telstra 2400a
- Telstra 2400a handset
- Telstra 2400a base unit
- 2 x AAA NiMH rechargeable batteries
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug

If you have purchased a Telstra 2400/2400a with multiple handsets you will have received additional components which are shown in the extension user guide.

WARNING
Do not place your Telstra 2400/2400a in the bathroom or other humid areas.

Handset range
The handset reception range from the base is up to 300m outdoors and up to 50m indoors. Thick walls can severely affect the range.

Range indicator
The symbol on your handset display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

IMPORTANT
Do not connect the telephone line until the handset(s) is fully charged.

The base must be plugged into the mains power at all times.

Which socket?

Power socket

Telephone line socket

Battery low warning
When the battery charge is low the handset battery icon will be empty and flashing. Place the handset back on the base to recharge.

Talk/Standby time
Under ideal conditions, fully charged handset batteries should give up to 10 hours talk time or 100 hours standby on a single charge. See 'Battery performance' on the next page.

Location

You need to place your Telstra 2400/2400a base unit within 2 metres of a mains power 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 2400/2400a works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible can help to provide the best signal.

Setting up

1. Plug the mains power cable into the base. Then plug the power adaptor into the mains wall socket and switch the power on.

The **POWER/IN USE** light on the base lights up.

Power adaptor cable
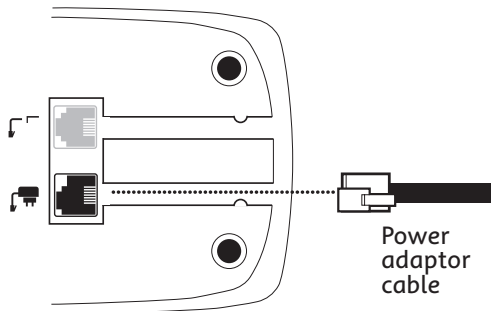
2. Remove the battery compartment cover and insert the 2 x AAA NiMH batteries supplied into the handset. Slide the battery compartment cover back into place.

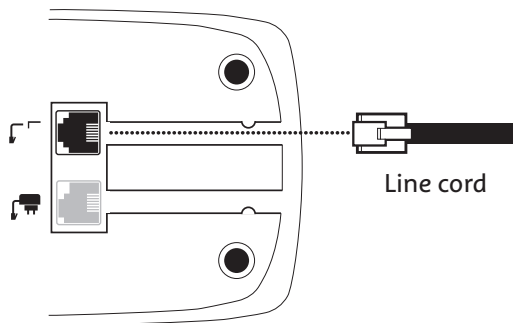3. Charge the handset for at least **16 hours** by placing it on the base. The **red charging** indicator light on the base comes on.

   The screen will show the standby display and a scrolling battery icon to show that the handset is charging.

4. After 16 hours, plug the telephone line cord into your Telstra 2400/2400a base unit and the other end into the wall socket.

Line cord

Time and date settings

Set time on the handset

If you have subscribed to Telstra Calling Number Display feature[2], the time will be set automatically when you receive your first call. You can also set the time manually.

1. Press **Menu** scroll **Calls List** to date and time.
2. Press the **Menu** button to confirm.
3. Scroll **Calls List** to SET TIME and press the **Menu** button to confirm.
4. Enter the current time in 24 hour format using the keypad. E.g. **2.04PM** = **1404.**
5. Press the **Menu** button to confirm.

Battery performance
To keep your batteries in the best conditions, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

Please note however, that new NiMH batteries do not reach full capacity until they have been in normal use for several days.

Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/ standby time of the handset.

Eventually they will need to be replaced. New batteries can be obtained from TecHelp on 1300 369 193 or your nearest electrical retailer.

See
Things you need to know on page 56 for important information.

Helpline
If you have any difficulties setting up your Telstra 2400/2400a, please call TecHelp on 1300 369 193.

Set date on the handset

1. Press ✓Menu scroll ⬇Calls List to date and time.
2. Press the ✓Menu button to confirm.
3. Scroll ⬇Calls List to SET DATE and press the ✓Menu button to confirm.
4. Enter the current date in day/month format ie. 26/08
5. Press the ✓Menu button to confirm.

Setting the day on the answering machine (2400a only)

You will need to set the day so that you know when each message was received.

Once a message has been played back, the machine will announce, for example, "*Tuesday.*"

1. Press ✓Menu scroll ⬇Calls List to TAM SETTINGS.
2. Press the ✓Menu button to confirm.
3. Scroll ⬇Calls List to SET DAY and press ✓Menu to confirm.
3. Scroll ⬇Calls List to the day and press ✓Menu to confirm.

Handset buttons

In use/Ringing LED indicator

Handsfree button

Redial/Pause button

Mute/Clear

Press to mute callers, page 19. Used to delete characters from a name or number, page 20.

Phonebook/Exit menu

Used to recall names and numbers from the Phonebook, page 21. Also used to exit Menu operations.

R (Recall)/Power

For use with a PABX and Telstra Calling Features, page 56. Power on/off.

Digital Clarity

Scroll/Volume

Scroll through options. During a call, press to increase volume.

✓/Menu button
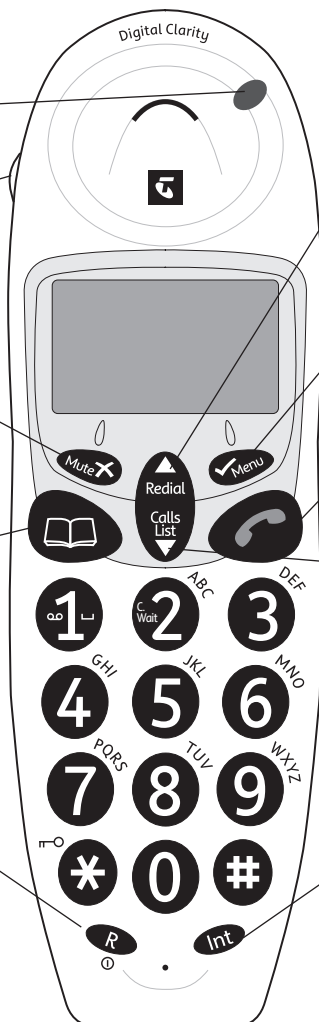
Press to access menu or activate an operation.

Talk/End

Press to make call and end a call, page 16.

Scroll/Missed Calls list/Received calls/ Volume

Scroll through options. Press to open Missed Calls/Received calls list, page 17. During a call, press to decrease volume.

Int

Lets you make calls between handsets registered to the base, page 50.

Handset display icons

↺⊙	You have a new message in your Telstra Home Messages 101® or MessageBank® service[3].
EXT	You are making an external call.
INT	*Flashing:* You are receiving an internal call. *Steady:* You are making an internal call.
☎	*Steady:* You are in the caller list. *Flashing:* There are new calls stored in the calls list (CND)
👤	This number in the caller list is a missed call.
📞	This number in the caller list was already taken.
🔋	*Flashing:* Please charge the handset. *Steady:* Indication of battery capacity. *Cycling through the segments:* The handset is being charged.
📖	When the Phonebook is being used.
⟡	When in menu operation.
⚿	The keypad lock is activated.
📶	*Steady:* The connection to the base unit is satisfactory. *Flashing:* Base unit is out of range.
◀ ▶	The number is longer than 12 digits.
✉	You have a new text (SMS) message.

See **Things you need to know** on page 56 for important information.

Navigating the menus

Your Telstra 2400/2400a has a menu system which is easy to use. Each menu leads to a list of options. You'll find a menu map on the following page.

When the handset is switched on and in standby, press the 🔘 button to open the main menu.

Use the 🔘 and 🔘 buttons to scroll to the menu option you want. Then select 🔘 to select further options or confirm the setting displayed.

Exit or go back one level in the menu

To go to the previous level in the menu, press 🔘

Telstra 2400/2400a menu map

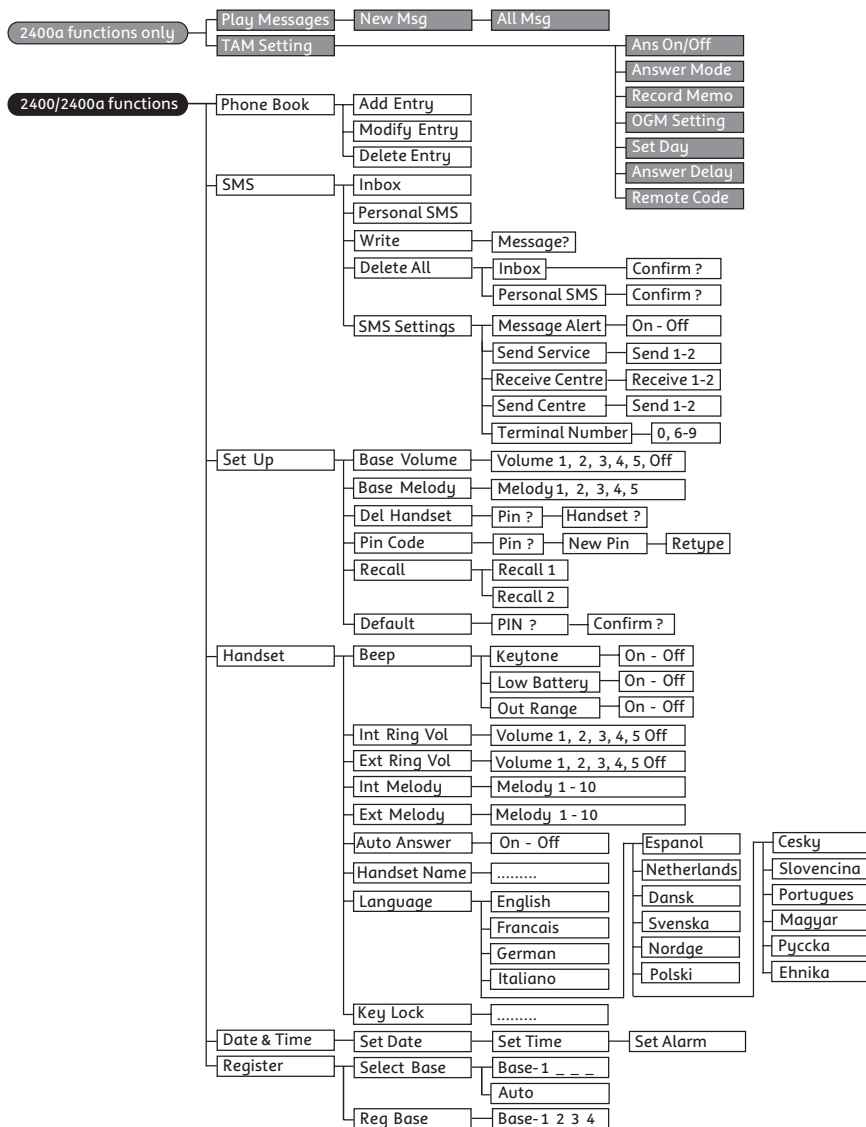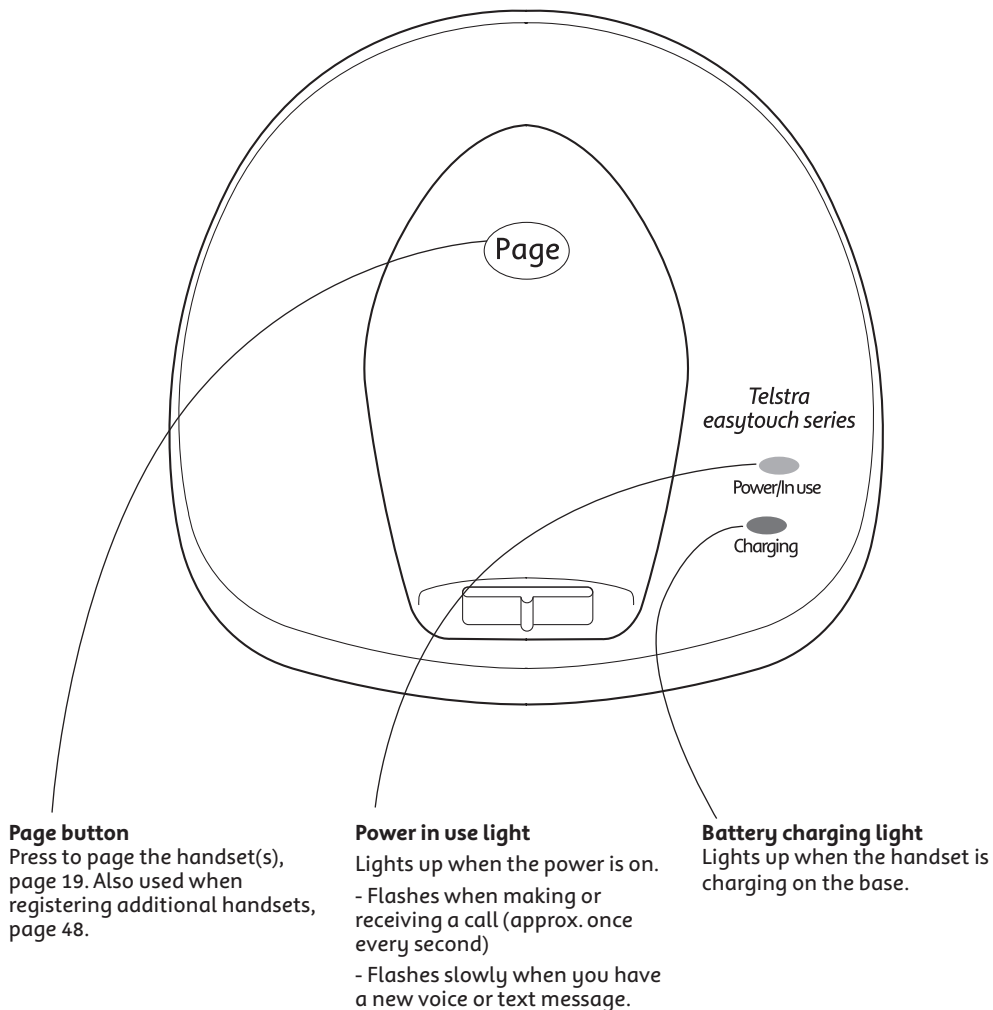|		
2400a functions only	Play Messages — New Msg — All Msg	
	TAM Setting ────────────────────	Ans On/Off
		Answer Mode
2400/2400a functions	Phone Book — Add Entry	Record Memo
	Modify Entry	OGM Setting
	Delete Entry	Set Day
	SMS — Inbox	Answer Delay
	Personal SMS	Remote Code
	Write — Message?	
	Delete All — Inbox — Confirm ?	
	Personal SMS — Confirm ?	
	SMS Settings — Message Alert — On - Off	
	Send Service — Send 1-2	
	Receive Centre — Receive 1-2	
	Send Centre — Send 1-2	
	Terminal Number — 0, 6-9	
	Set Up — Base Volume — Volume 1, 2, 3, 4, 5, Off	
	Base Melody — Melody 1, 2, 3, 4, 5	
	Del Handset — Pin ? — Handset ?	
	Pin Code — Pin ? — New Pin — Retype	
	Recall — Recall 1	
	Recall 2	
	Default — PIN ? — Confirm ?	
	Handset — Beep — Keytone — On - Off	
	Low Battery — On - Off	
	Out Range — On - Off	
	Int Ring Vol — Volume 1, 2, 3, 4, 5 Off	
	Ext Ring Vol — Volume 1, 2, 3, 4, 5 Off	
	Int Melody — Melody 1 - 10	
	Ext Melody — Melody 1 - 10	
	Auto Answer — On - Off	
	Handset Name —	
	Language — English	
	Francais	
	German	
	Italiano	
	Key Lock —	
	Date & Time — Set Date — Set Time — Set Alarm	
	Register — Select Base — Base-1 _ _ _	
	Auto	
	Reg Base — Base-1 2 3 4	

Language submenu (continued):
Espanol, Netherlands, Dansk, Svenska, Nordge, Polski
Cesky, Slovencina, Portugues, Magyar, Русска, Ehnika

Telstra 2400 Base Unit

Page

Telstra easytouch series

Power/In use

Charging

Page button
Press to page the handset(s), page 19. Also used when registering additional handsets, page 48.

Power in use light
Lights up when the power is on.

- Flashes when making or receiving a call (approx. once every second)

- Flashes slowly when you have a new voice or text message.

Battery charging light
Lights up when the handset is charging on the base.

Telstra 2400a Base Unit

Ans. On/Off
Switch the answering
machine on/off, page 30.

Page
Page the handset, page 19.
Or use to register additional
handsets to the Telstra 2400a
base unit.

OGM
Record your own outgoing
messages, page 27.

Answer
On/Off

Page

OGM

◄ Skip

Stop ■

Skip ►

Vol +

Vol −

Power/In use

Del   0   Charging

Play ►
Pause

Telstra easytouch series
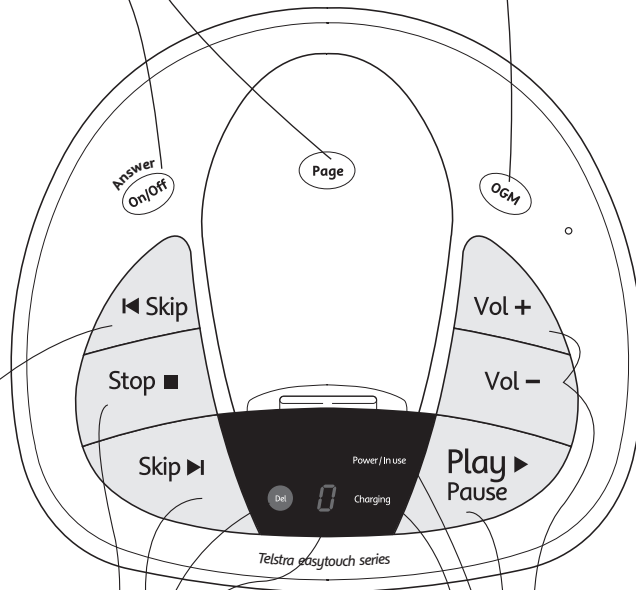
Skip < backward
Skip backward through your
messages, page 37.

Stop
Stops messages being played.

Skip > forward
Skip forward through your
messages, page 37.

Delete
Deletes messages, page 37.

Message counter/Display

Charging light

Power/In-use light
Flashes when making or
receiving a call (approx once
every sec)

Flashes slowly when a text
message (SMS) has been
received (approx once every 1.5
sec).

Volume - / +
Adjust the base loudspeaker
volume.

Play/Pause
Press to play back messages,
press again to pause, page 36-37.

Switch handset on/off

Press *and hold* **R** to switch the phone On and Off.

Make a call

Press 📞 then dial the number you want.

Preparatory dialling

Enter the number first. If you make a mistake as you dial, press **Mute** to delete. Press 📞 to dial the number.

End a call

Press 📞 or place the handset back on the base.

Receiving calls

Providing you have subscribed to Telstra's Caller Number Display[2] service, the caller's number (and name if stored in the phonebook) is displayed.

1. Press 📞 or if the handset is on the base, simply lift it up and speak.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables you to engage others in the room in the conversation.

Make a handsfree call

1. Press 📢 *twice*. Dial the number. Your call can be heard over the handset's loudspeaker.
2. To switch back to the handset at any time, press 📢 again.
3. Press 📞 to end the call.

Dialling numbers quickly
Numbers can also be dialed direct from the Phonebook (page 21), the dialled numbers list (page 17), or the Calls list (page 17).

Call timer
The display shows the duration of all external calls. After you hang up, the total call time is shown.

Auto-answer
If you would rather press

📞 to receive a call when the handset is on the base, you need to switch Auto-talk off, see page 25.

See
Things you need to know on page 56 for important information.

When the telephone number has been stored with a name in the Phonebook, the name that has been entered will appear in the Callers list instead of the phone number.

If you enter a character or digit incorrectly, press the ✎ button to delete it.

Caller information not available
For some incoming calls, the telephone number of the caller is not available and so cannot be displayed. In this case your Telstra 2400/2400a provides you with some explanatory information.

Unavail
The number is unavailable. May indicate that the call is from overseas or from a caller whose carrier does not participate in Calling Number Display.

Private
The caller has withheld (blocked) their number or the call is from a Silent Line or unlisted number.

Adjust earpiece/handsfree volume

1. During a handsfree call, press 📞 or 🔄 to select volume 1-5.

Answer a call in handsfree

When the phone rings:
1. Press 🔊 *twice*. The call comes through the handset loudspeaker.
   If you want to switch the call to the earpiece, press 🔊 .

Earpiece volume

During a call:
Press 📞 or 🔄 or to increase or decrease the volume.

Redial a number from the Dialled Calls list

You can redial up to 10 of the last numbers called. If you have stored a name in the Phonebook to go with the number, the name will be displayed instead, see 'Phonebook', on page 21.

1. Press 🔄 to enter the Dialled Calls list. The last phone number dialled will be shown in the display. Scroll 📞 or 🔄 until the number you want to redial is displayed.
2. Press 📞 to redial the number.

Redial a number from the Calls list

You can redial up to 40 of the last numbers received/missed. If you have stored a name in the Phonebook to go with the number, the name will be displayed instead, see Phonebook, on page 21.

1. Press 📞 to enter the Calls list. The last phone number received/missed will be shown in the display. Scroll 📞 or 🔄 until the number you want to call is displayed.
2. Press 📞 to redial the number.

Storing numbers from the Callers list

A phone number stored in the callers list can be saved directly to the Phonebook.

1. Press the 🔲 button and the last phone number received will be shown on the display.
2. Select the telephone number you want to store by using the 🔲 and 🔲 buttons.
3. Press the 🔲 *three times* until the display shows ADD? Press 🔲 to confirm.
4. The display will show NAME? Enter the name (max. 12 characters) using the number pad.
5. To confirm press 🔲. The number will be shown in the display again.
6. To confirm press 🔲. The display will show MELODY 1-10.
7. Using the 🔲 and 🔲 keys select which melody you wish to assign to this phone number.
8. To confirm press 🔲 and the number is now stored in the Phonebook.

Deleting individual telephone numbers from the callers list

1. Press the 🔲 button and the last phone number received will be shown in the display.
2. Select the number from the Callers list that you want to delete using the 🔲 and 🔲 buttons.
3. Press the 🔲 button. The display will show DELETE?
4. Press 🔲 to confirm. The number will now be deleted from the callers list.

Deleting the entire Calls list

1. Press the 🔲 button and the last phone number received in the Callers list will be shown on the display.
2. Press *and hold* the 🔲 button until the display shows DELETE ALL?
3. To confirm press 🔲.

Secrecy (Mute)

During a call, you can talk to someone nearby without your caller hearing you.

1. During the call, press 🔘Mute. The display shows MUTE. Your caller cannot hear you.
2. Press 🔘Mute again to return to your caller.

Keypad lock

The 🔒 is displayed while the keypad is locked.

You can lock the keypad to prevent accidental dialing while carrying the handset around.

1. Press *and hold* ✳ until the screen shows the Keypad locked symbol.
2. To unlock, press ✳. The display will show PRESS ✳. Press ✳ again to unlock keypad.

Paging

Paging calls cannot be answered by a handset.

You can use the Page button on the base to alert handset users that they are wanted or locate a missing handset.

1. Press Page on the base. All registered handsets ring.
2. Press Page to stop the handsets ringing, or press any handset button.

Phonebook

Your Telstra 2400/2400a handset can store up to 50 entries in the Phonebook. Each entry contains a name and number. Names can be up to 12 characters long and numbers up to 24 digits.

Select Upper case

1	.	,	-	?	!	`	:	;	1						
2	A	B	C	2	Ä	Å	Æ								
3	D	E	F	3	É	Δ	Φ								
4	G	H	I	4	Γ										
5	J	K	L	5	Λ										
6	M	N	O	6	Ñ	Ö	Ø	Ω							
7	P	Q	R	S	7	Π	Ψ	Σ							
8	T	U	V	8	Ü	Θ									
9	W	X	Y	Z	9	Ξ									
0	(Space)	0	~	&	%	¤	€	£	$	¥	§	¿	(	)	¡
*	*	=	+	/	\	<	>	#	[	]	_	~	¡	^	{	}
#	Change the case														

Lower case

1	.	,	-	?	!	`	:	;	1						
2	a	b	c	2	ä	à	å	æ	ç						
3	d	e	f	3	è	é									
4	g	h	i	4	ì										
5	j	k	l	5											
6	m	n	o	6	ñ	ò	ö	ø							
7	p	q	r	s	7	ß									
8	t	u	v	8	ù	ü									
9	w	x	y	z	9										
0	(Space)	0	~	&	%	¤	€	£	$	¥	§	¿	(	)	¡
*	*	=	+	/	\	<	>	#	[	]	_	~	¡	^	{	}
#	Change the case														

Entering names
Use the keypad letters to enter names. For example, press **8** for the letter t, or **6** for the letter m.

Keep pressing the same button to scroll through the characters shown on button.

If the next character you want to enter is on the same button as the last, wait a moment for the cursor to move right.

Press **0(zero)** to insert a space.

If you make a mistake, press ⬤ to delete the last character.

To change between upper/lower case, press and hold the ⬤ button.

Names are stored alphabetically.

Add a new Phonebook entry

1. Press the ⌘ button. Scroll ⬇ to PHONEBOOK.
2. Press ⌘ to confirm. The display will show ADD ENTRY.
3. Press ⌘ to confirm. The display will show NAME? Enter the name using the letters on the keypad. 4. Press ⌘ to confirm. The display will show NUMBER?
5. Enter the telephone number, including the area code, you want to store.
6. Press ⌘ to confirm. The display will show MELODY 1.
7. Scroll ⬇ or ⬆ to select the ring you wish to assign to this phone number.
8. Press ⌘ to confirm.

Dial a number from the Phonebook

1. Press 📖 .
2. Scroll ⬇ or ⬆ to the name you want or use the keypad to enter the first letter of the name.
3. Press 📞 to dial.

Edit an entry

1. Press the ⌘ button. The display shows PHONEBOOK.
2. Press ⌘ to confirm. The display shows ADD ENTRY.
3. Scroll ⬇ to MODIFY ENTRY and press ⌘ to confirm. The display will now show the stored entries in alphabetical order. Select the number you want to change using the ⬇ or ⬆ buttons.
4. Press the ⌘ button to confirm. The display will show the name and the cursor will appear flashing after the last letter.
5. Now change the name using the keypad.
   Once you have completed the required changes, press ⌘ to confirm. The display will show the number.

6. Change the number using the keypad.
7. Press the 🔘 button to confirm. The display will show
   MELODY 1.
8. Using the 📲 and 📲 buttons select the melody you wish to assign to
   the phone number.
9. Press the 🔘 button to confirm.

View Phonebook

1. Press 📖. Scroll 📲 or 📲 to the entry you want
2. Press the 🔘 button to view the number.

Delete an entry

1. Press the 🔘 button. Scroll 📲 to PHONEBOOK.
2. Press the 🔘 to confirm. The display will show ADD ENTRY.
3. Press the 📲 button to DELETE ENTRY.
4. Press the 🔘 button to confirm.
5. Use the 📲 and 📲 buttons to the entry you want to delete.
6. Press the 🔘 button to confirm. The display will show CONFIRM?
7. Confirm using the 🔘 button.
8. To exit menu press *and hold* the 🔘 button to return to standby.

Paging handsets

You can alert handset users that they are wanted, or locate a missing
handset. (Paging calls cannot be answered by a handset.)

To page a handset from the base

1. Press Page on the base. The handset(s) will ring for 30 seconds.
2. To end paging, press Page again or press any button on the handset.

Handset ringtone

You can choose from 10 melodies. You can set different melodies for internal and external calls.

1. Press ✓Menu then scroll 🔽Calls List to Handset and press ✓Menu .
2. Scroll 🔽Calls List to EXT MELODY (ring tone for external calls) or INT MELODY (ring tone for internal calls) and press the ✓Menu button to confirm.
3. Scroll 🔽Calls List or ▲Redial to select required melody and press the ✓Menu button to confirm.

Base station ringtone

You can choose from five melodies. You can set different melodies for internal and external calls.

1. Press ✓Menu then scroll 🔽Calls List to SETUP and press ✓Menu .
2. Scroll to BASE MELODY and press the ✓Menu button to confirm.
3. Scroll 🔽Calls List or ▲Redial to select required melody and press ✓Menu to confirm.

Handset ring volume

There are five handset ringer volume levels and 'Off'.

If you select 'Off', only the base will ring (unless you have set the base ringer to 'Off' as well, see page 19).

1. Press ✓Menu and scroll 🔽Calls List to HANDSET.
2. Press the ✓Menu button to confirm.
3. Scroll ▲Answer On/Off to EXT RING VOL (volume for external calls) or INT RING VOL (volume for internal calls) and press the ✓Menu button to confirm.
4. Scroll 🔽Calls List or ▲Redial to select required volume and press ✓Menu to confirm.

Base station ring volume

There are five base ringer volume levels and 'Off'.

1. Press ⓜ and scroll 🔽 to SETUP.
2. Press the ⓜ button to confirm.
3. Select the BASE VOLUME and press the ⓜ button to confirm.
4. Scroll 🔽 or 🔼 to select required volume and press ⓜ to confirm.

You can only adjust internal melody and volumes when you are operating more than one handset.

To switch the keypad & warning beeps on & off

1. Press the ⓜ button and scroll 🔽 to HANDSET.
2. Press the ⓜ button to confirm.
3. Scroll 🔽 to BEEP and press the ⓜ button to confirm.
4. Scroll 🔽 or 🔼 to the function you would like to select and press the ⓜ button to confirm.
5. Use the 🔽 and 🔼 buttons select on or off.
6. Press the ⓜ button to confirm.

Handset name

The display will show the duration of the call and the name of the handset for a few seconds after a call has ended. If you have several handsets connected to one base unit, it can be useful to give each handset its own name.

The handset name can be a maximum of 10 characters.

Press 🔆 for letters in uppercase.

1. Press ⓜ scroll 🔽 to Handset.
2. Press the ⓜ button to confirm.
3. Scroll 🔽 to HANDSET NAME and press the ⓜ button to confirm.
4. Enter the required name using the keypad. Letters already entered can be deleted by repeatedly press the 🔇 button.
5. Press the ⓜ button to confirm.

The default language is English.

Handset language

The display can be set up in German, Italian, English, French and others.

1. Press ✓Menu and scroll ⬇Calls List to HANDSET.
2. Press the ✓Menu button to confirm.
3. Scroll ⬇Calls List to LANGUAGE and press the ✓Menu button to confirm.
4. Using the ⬇Calls List or ⬆Redial buttons select the language you would like and press the ✓Menu button to confirm.

Auto-talk

By default, Auto-talk is set to On.

When the handset is on the base and the phone rings, you can answer a call just by picking the handset up from the base, without having to press the 📞 button.

You can also end a call by placing the handset back on the base.

By switching Auto-talk off you will need to press 📞 to answer a call.

1. Press the ✓Menu button and scroll ⬇Calls List to Handset.
2. Press the ✓Menu button to confirm.
3. Scroll ⬇Calls List to AUTO ANSWER and press the ✓Menu to confirm.
4. Select ON or OFF using ⬇Calls List or ⬆Redial buttons and press ✓Menu to confirm.

Security PIN

KEEP TRACK OF YOUR PIN
If you change the System PIN, keep a record of the new number by writing in the space provided on page 56.

You need your System PIN for registering handsets and for some other optional settings.

Some functions of the telephone are protected against unauthorised use by a PIN code. The default security PIN is 0000. You can set your own security PIN preference.

1. Press the ✓Menu button and scroll ⬇Calls List to SETUP.
2. Press the ✓Menu button to confirm.
3. Scroll ⬇Calls List to PIN CODE and press the ✓Menu button to confirm.
4. Enter the current four digit PIN code using the keypad and press the ✓Menu button to confirm.
5. Now enter the new four digit PIN using the keypad and press the ✓Menu button to confirm.
6. Enter the new four digit PIN code once more for confirmation and press the ✓Menu button again.

Set alarm

1. Press the ✓Menu button.
2. Scroll 📞Calls List to DATE & TIME and press the ✓Menu button to confirm.
3. Scroll 📞Calls List to SET ALARM. Press ✓Menu to confirm.
4. The display will show OFF. Press 📞Calls List to turn on. Press ✓Menu to confirm.
5. The display will show 0-00. Enter the required wake up time in 24 hour format using the keypad. Press the ✓Menu button to confirm.

To default/reset the handset & base to original settings

1. Press the ✓Menu button and scroll 📞Calls List to SETUP.
2. Press the ✓Menu button to confirm.
3. Scroll 📞Calls List to DEFAULT and press the ✓Menu button to confirm.
4. Using the keypad enter your PIN and then press the ✓Menu button to confirm.
5. The message CONFIRM? will appear in the display. Press the ✓Menu button to confirm.

Factory Settings

Language:	English
Low battery warning tone:	On
Range warning:	On
Keytone:	On
Receiver volume:	3
PIN code:	0000
Pause:	3 sec.
Handset name:	TELSTRA
Auto Answer:	On
External ring tone:	2
Internal ring tone:	5
Handset ring tone volume:	3
Base ring tone:	2
Base ring tone volume:	3
Flash time:	100ms

When the alarm sounds, either lift the handset off the base or press any key on the handset.

IMPORTANT
Please note that if you reset your Telstra 2400/2400a the Phonebook, Redial and Calls list will be deleted.

Caller information not available
For some incoming calls, the telephone number of the caller is not available and so cannot be displayed. In this case your Telstra 2400/2400a provides you with some explanatory information.

Unavail
The number is unavailable. May indicate that the call is from overseas or from a caller whose carrier does not participate in Calling Number Display.

Private
The caller has withheld (blocked) their number or the call is from a Silent Line or unlisted number.

👤
This number in the Callers list is a missed call.

📞
This number in the Callers list was answered.

See
Things you need to know on page 56 for important information.

Calling Number Display[2]

If you subscribe to a Calling Number Display service your handset displays the telephone number of the person who is calling you, as well as the time and date of their call, even when you are on a call (unless the number is blocked).

If the caller's number matches an entry stored in the phonebook, the name will also be displayed.

Please store the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

Calls lists

Your Telstra 2400/2400a stores details of all calls you make and receive (unless the number is blocked) in 2 different calls lists:

● **Calls List** – Calls you have answered / not answered, see page 17.
● **Dialled call**s – The last 10 numbers dialled, see page 17

A total of up to 40 entries can be stored in the Caller's lists, and 10 entries in the Dialled list.

You can view and dial numbers in any of the Calls lists and copy them into the phonebook.

If a call is received when the Calls list is full, the oldest entry will be replaced with details of the new caller. Press 🛡 to view the Calls List.

Flashing Message Indicator[3]

The Telstra 2400/2400a is designed to provide visual indication when a new message is left in your Telstra Home Messages 101® or MessageBank® service.

On the Handset - when a new message is left, an ☍ icon will be displayed on the handset. **On the Base** - the Power/In use LED will slowly flash.

After you have listened to your message(s), the ☍ icon will disappear.

MessageBank® and Telstra Home Messages 101®

MessageBank takes the message for you when you are on the phone or can't answer it, so you can call back when it suits you. Message retrieval is free from most Telstra fixed line telephones.[4] Telstra Home Messages 101® is free to turn on or use.[5]

To listen to your messages

Press *and hold* 🔴1 button for 1.5 seconds. Your handset will access the telephone line and automatically dial 125 101.
Follow the voice prompts to access your messages.

Call Waiting

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds. The second caller's number (and name if stored in the directory) will appear on the handsets display.

To accept a Call Waiting call

If you hear the tone that tells you there is another caller, whilst you are on a call:

1. Press *and hold* ②2 button for 1.5 seconds.
   The first caller is put on hold and you can talk to the second caller.
2. To switch between callers, press *and hold* ②2 button for 1.5 seconds.

Your Telstra 2400a can digitally record up to 18 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your Telstra 2400a from:

● the handset;

● the base unit;

● remotely from most tone dialling telephones.

Your Telstra 2400a comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, see page 9.

Message display on the base station

The table below provides an explanation of what is shown on the base station display.

DISPLAY	DEFINITION
(*Blank*)	Power off.
C-0 (*flashing*)	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 (*flashing*)	10-59 messages. Indicating more than 9 messages stored.
–– *Alternating with* 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A (*flashing*)	Handset menu and Remote access in progress
F (*flashing*)	Memory full. Delete some or all of your messages
P (*flashing*)	Message paused.

P-1: *Alternating between P & 1*	When selecting or playing **Answer & Record** outgoing message.
P-2: *Alternating between P & 2*	When selecting or playing **Answer Only** outgoing message.
r (*flashing*)	Message recording
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

To switch the answering machine ON/OFF

Your Telstra 2400a is set to **ON** and **Answer and Record** when first powered up.

Press *and release* the button to switch on or off.

If you hear "*Answer on…."* the answering machine is switched on and is ready to answer incoming calls and record any messages, unless **Answer Only** is selected.

Answer Only is an advisory announcement only, so that the machine will not record an incoming message.

See page 32 for a full explanation of the outgoing messages available.

The display on the base unit shows the number of messages stored in the memory.

If you hear "*Answer off*". the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is minimum and H is the maximum level. The default level is 5.

1. Press **Vol+** on the base to increase the volume.

2. Press **Vol −** on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

Answer delay sets the number of times your Telstra 2400a will ring before the answer machine picks up your call and starts playing the outgoing message. The default setting is for the answering machine to answer after 6 rings. You can change this setting to between 2-9 rings.

To change the answer delay setting via the base

1. Press *and hold* the **Skip▶** button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e. 8, 9, Time Saver, 2, 3, 4, 5, 6, 7.
   See page 40 for a description of the Time Saver feature.

   When you hear the setting you want, do not press the **Skip▶** button again. After a short delay your chosen setting will be announced.

To change the answer delay settings via the handset

1. Press **Menu**
2. Scroll **Calls List** to TAM SETTINGS. Press **Menu** to confirm
3. Scroll **Calls List** to Answer Delay and press **Menu** to confirm.
4. The display will show the current setting. To change use the **Redial** and **Calls List** buttons. Press **Menu** to confirm. To check the answer delay setting at the base station

To change the answer delay settings at the base station

1. Press *and release* the ⏭️ **Skip▶** button.

   The current setting will be announced and also shown on the base unit display.

To check the current Day/Time at the base station.

1. Press and release **Stop■** , the current Day/Time will be announced.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call.

Your Telstra 2400a comes with 2 pre-recorded outgoing messages to choose from as follows:

Answer and Record

Your Telstra 2400a has a pre-set **Answer and Record** outgoing message that allows your caller to leave a message.

"Hello, your call cannot be taken at the moment, so please leave your message after the tone".

However, you can record your own **Answer and Record** outgoing message if you wish, see 'To record your own Answer and Record outgoing message', page 33.

Answer Only

Your Telstra 2400a will play a pre-recorded **Answer Only** outgoing message but will not allow your caller to leave a message.

"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

You can also record your own **Answer Only** outgoing message if you wish, see 'To record your own Answer Only outgoing message', page 34.

To record your own Answer and Record outgoing message via the base

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available.

Your outgoing message can be up to 3 minutes long. Your own outgoing message will replace the **Answer and Record** pre-recorded outgoing message, but it is possible to reinstate it later if you wish (see page 36).

1. Press *and hold* the ☏ button until you hear *'Please Select Outgoing message"*
2. To record your own **Answer and Record** outgoing message, press *and hold* ⏮Skip button.

   The prompt will announce *"Please speak after the tone. To end recording, release the button."*
3. Record your outgoing message by speaking into the base unit (approx. 40 cm). When finished, release the ⏮Skip button.

   You new outgoing message will be played back to you.

To record your own Answer and Record outgoing message via the handset

1. Press ✓Menu
2. Scroll 📇 to TAM SETTINGS. Press ✓Menu to confirm
3. Scroll 📇 to OGM Settings and press ✓Menu to confirm.
4. Scroll 📇 to Record OGM.
5. Scroll to Ans & Rec and press ✓Menu to confirm

   The prompt will announce *" Please speak after the tone. To end recording, press square.*
6. Record your outgoing message. When finished press the ⊞ key.

   Your new outgoing message will be played back to you.

To record you own Answer Only outgoing message

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to a maximum recording capacity (11 minutes), but you should try to keep it short to allow time for recording memos, or incoming messages when using the alternative **Answer and Record** outgoing message.

Your own outgoing message will replace the **Answer Only** pre-recorded outgoing message, but it is possible to reinstate it later if you wish (see page 36).

1. Press *and hold* the ᴼᴳᴹ button until you hear, *"Please select outgoing message"*.

2. To record your own **Answer Only** outgoing message, press *and hold* Skip▶ button. The prompt will announce, *"Please speak after the tone. To end recording, release the button."*

3. Record your outgoing message by speaking into the base unit (approx. 40 cm). When finished, release the Skip▶ button.
   You new outgoing message will be played back to you.

To record your own Answer only message via the handset

1. Press Menu

2. Scroll Calls List to TAM SETTINGS. Press Menu to confirm

3. Scroll Calls List to OGM Settings and press Menu to confirm.

4. Scroll Calls List to Record OGM.

5. Scroll to Ans Only and press Menu to confirm
   The prompt will announce *"Please speak after the tone. To end recording, press square.*

6. Record your outgoing message. When finished press the ⊞ key.
   Your new outgoing message will be played back to you.

Note
When recording your own Answer Only outgoing message, please remember not to invite your caller to leave a message, as the Answer Only mode will not record incoming messages.

To check or play your outgoing message

You can check and play back your current outgoing message at any time via your base unit or handset.

On the Base

Press the OnOff button.

The prompt will announce either:

"Answer on....." and play your currently selected outgoing message.

Or

"Answer off". If prompt is "Answer off", press the OnOff button again and the prompt will announce the current outgoing message.

On the handset

1. Press Menu , the display will show PLAY MESSAGE, press Menu again to confirm.
2. The display will show New Msg followed by the number of new messages. Press Menu to listen to your new messages.

To select your outgoing messages via the base unit

1. Press *and hold* the OGM button until you hear, *"Please select outgoing message"*, then release the button.

Then:

2. To set Answer and Record, press *and release* the Skip button. P/1 will be displayed and will flash consecutively.

Or

2. To set Answer Only, press *and release* the Skip button P/2 will be displayed and will flash consecutively.

   Your chosen setting will be announced over the base speaker.

To delete your outgoing message via the base unit

You can delete your personalised outgoing message and return to your
Telstra 2400a's pre-recorded outgoing message.

1. Press *and hold* (OGM). You will hear *"Please select outgoing message"*.
2. Press (◄Skip) to select Answer and Record or press (Skip►) for Answer Only.
   The selected message is played.
3. Press (Del) . The machine will revert to and play the pre-recorded version
   of the outgoing message you deleted.

Delete your outgoing message(s) via the handset

1. From the handset scroll (Calls List) to Answer Settings and press (Menu) .
2. Scroll (Calls List) to TAM Settings and press (Menu) to confirm.
3. Scroll (Calls List) to OGM Settings and press (Menu) to confirm.
4. Scroll (Calls List) to Delete OGM and press (Menu) to confirm.
5. Select either Ans & Rec or Ans Only and press (Menu) to confirm.

To playback messages via the base unit

1. Press (Play Pause►) to play new messages only. The prompt will announce *"you
   have n new messages"*.
2. Press *and hold* (Play Pause►) to playback all messages.

   The prompt will announce *"you have n messages"*. Your message(s) will be
   played back, starting with the first message received.

   At the start of each message, the number of the message is announced.
   The message number will also be shown on the base unit display.

To playback messages via the handset

1. Press (Menu) , the screen will display Play Messages, press (Menu) again to
   confirm.
2. The screen will display the number of new messages you have received.
3. To listen to your messages press the (Menu) button again.

To pause a message during playback

1. While listening to the message, press the ![Play Pause] button.

   The message will be paused. You will hear a beep every 10 seconds and the message display will show P.

2. Press the ![Play Pause] button again to resume playback.

To skip forward and backward through messages (including fast playback)

During playback:

1. Press the ![Skip] button to skip forwards to the next message.

   If you press *and hold* the ![Skip] button the current message will be played at one and a half times the speed (fast playback).

   Press the ![Skip] button to return to the start of the current message.

3. Press again to return to the start of the previous message.

To delete an individual message

1. Press the ![Del] button on the base unit during message playback.

   The prompt will announce, "*Message deleted".*

To delete all messages

When all messages have been played the prompt will announce, "*End of messages. To delete all messages, press delete*". The display counts down from 8-0.

1. During the countdown press the ![Del] button and the prompt will announce, "*All messages deleted*". At the end of the countdown there will be a confirmation tone.

Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call. Make

sure the volume on the base unit is set to an audible level, see page 31. Allow the incoming call to be answered by your Telstra 2400a answering machine as normal. You will hear the caller begin to leave a message.

To screen a call from the base unit

While listening to your caller leaving a message, via the base unit loudspeaker, you can decide to take the call by pressing the 📞 button on the handset.

To screen a call from the handset

1. While the caller is leaving the message, Screen? will appear on the handset display.
2. Press 🟢Menu to listen to the caller from the handset.
3. Press 📞 to stop the answering machine and speak to the caller.

Memos

A personal memo can be recorded on your Telstra 2400a and left as a message for another user. Memos can be up to 3 minutes long.

To record a memo

1. Press 🟢Menu on the handset, and scroll 📲Calls List to TAM Settings and press 🟢Menu again.
2. Scroll 📲Calls List to Record Memo and press 🟢Menu again.
3. Record your memo by speaking into the handset. When finished, press #️.

Message alert

When Message Alert is turned ON, an audible tone will sound every 7-seconds whenever a new message is left.

To set Message Alert On or Off, press *and hold* the 🔙Skip button. the current setting will be announced.

IMPORTANT
You should change the security PIN from the original setting of 000. See "To change the security PIN".

If you make a mistake when entering your PIN you will hear "Incorrect security code, please enter your security code." And enter the correct PIN.

Note
If you have new messages they will be played after you have entered your security code.

Note
If you enter your security PIN code incorrectly, after the second attempt, your Telstra 2400a will announce, "Thank you for calling" and will then hang up.

Remote access

You can turn your 2400a answering machine on and off and listen to your messages from most tone dialling telephones. To protect your privacy, messages can only be accessed by entering a 3-digit security code.
The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

To change your security PIN code

1. Press 🔘 on base unit. The current PIN is announced.
2. On the handset, press ✔️ and scroll 🔽 to TAM SETTINGS then press ✔️ again.
3. Scroll 🔽 to REMOTE CODE then press ✔️ again.
4. Enter the new 3-digit remote code, then press ✔️ again.

Operating your answering machine from another phone

1. Dial your number. When you hear the outgoing message, press 🔘
2. The machine announces, "*Please enter your security code*", use the phone's keypad to enter your 3-digit PIN. The machine announces "*You have 'n' new messages*" and they are played.
3. Using the phone's keypad you can replay, pause, skip or delete messages and adjust settings.
   - **1** To hear the menu of options.
   - **2** To play/pause your messages.
   - **3** To play new messages only.
   - **4** Once to repeat current message; Twice to skip back to previous messages.
   - **5** To delete the current message. To delete all messages, press **5** when prompted at the end of playback.
   - **6** Twice to skip to the message after.
   - **7** To switch the answering machine off.
   - **8** To play the outgoing message menu, see 'Outgoing message menu'.
   - **9** To set a new security PIN. Follow the voice prompts.
4. Hang up the phone to end remote access.

Outgoing message menu

You can record an outgoing message (OGM) and set the message type from another telephone.

1. During message playback, press **8** The machine announces "*Outgoing message menu:*" which is:

   2 To play OGM.

   3 To record Answer and Record OGM.

   4 To record Answer Only OGM.

   5 To select Answer and Record OGM.

   6 To select Answer Only OGM.

   8 To hear OGM menu again.

   #1 To hear main menu again.

2. When you have selected the option you want, follow the simple voice prompts.

Time saver

The time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

Telstra customers can now use the 2400/2400a to send and receive text messages.[1]

To register for Telstra's text messaging service

Registration is automatically done when you send your first text message from your Telstra 2400/2400a telephone. When registration occurs, the system will send you a text message welcoming you to the service and confirming your registration.

Calling Line Identification and text messaging

In accordance with worldwide standards for text messaging, all messages including reply messages will display the telephone number of the sender.

If you have a Silent Line or have blocked Calling Line Identification and attempt to send a text message, your message will be rejected.

To enable a Silent Line or a blocked Calling Line Identification service to send text messages, customers can call into the Telstra SMS Service Centre on 0198 339 999 and use the prompts to turn off Silent Line or Calling Line Identification blocking for text messaging ONLY.

Using text messaging

With text message (SMS – Short Messaging Service) you can send and receive text messages up to 160 characters long.

Character map

Pressing the buttons for normal message writing will give you the
following characters with each successive press of the button.

Button Character

Select Upper case											
1	.		,	-	?	!	`	@	:	;	1
2	A		B	C	2	Ä	Å	Æ			
3	D		E	F	3	É	Δ	Φ			
4	G		H	I	4	Γ					
5	J		K	L	5	Λ					
6	M		N	O	6	Ñ	Ö	Ø	Ω		
7	P		Q	R	S	7	Π	Ψ	Σ		
8	T		U	V	8	Ü	Θ				
9	W		X	Y	Z	9	Ξ				
0	(Space)		0	~	&	%	¤	€	£	$	¥	§	¿	(	)	¡
*	*		=	+	/	\	<	>	#	[	]	_	~	¦	^	{	}
#	Change the case										

Lower case											
1	.		,	-	?	!	`	@	:	;	1
2	a		b	c	2	ä	à	å	æ	ç	
3	d		e	f	3	è	é				
4	g		h	i	4	ì					
5	j		k	l	5						
6	m		n	o	6	ñ	ò	ö	ø		
7	p		q	r	s	7	β				
8	t		u	v	8	ù	ü				
9	w		x	y	z	9					
0	(Space)		0	~	&	%	¤	€	£	$	¥	§	¿	(	)	¡
*	*		=	+	/	\	<	>	#	[	]	_	~	¦	^	{	}
#	Change the case										

Use [Calls List] or [Redial] to move the cursor. If you make a mistake or want to delete
text press [Mute] .

To read through your message if it is too long to fit on one screen, scroll
[Calls List] or [Redial] .

When you receive a message it is stored automatically in the common Inbox, or in one of the Personal SMS boxes. See "Sub addressing for personal users", page 40.

Power in use light
Flashes when a text message (SMS) has been left (approx once every second).

When new messages are shown on the standby screen, they will be shown immediately after pressing ✓Menu and are marked with an ∗.

To write and send a text message

1. Press ✓Menu use 🔽 to select SMS, and then press ✓Menu .
2. Use 🔽 to select WRITE, and then press ✓Menu . The display shows Message?
3. Key in your text message, referring to the character map if necessary.
4. Press ✓Menu to confirm the text message. The display shows Number?
5. Enter the number you want using the keypad, including the Area Code.
   Or
   Press 📖 . Then use 🔽 or 🔼Redial to display the name/number you want, and press ✓Menu to select the number.
6. Press ✓Menu to confirm.
   The display shows Sending... followed by Message sent

Receiving and reading text messages

When you have a new text messages the envelope symbol is displayed, and NEW MSGS is shown on the standby screen, along with the number of new messages.

1. Press ✓Menu to open the inbox and view any new text messages. New messages have a ∗ indicator.
2. Press 🔽 to scroll to the text message you want to open and press ✓Menu to select it.

Delivery of text messages

The text messaging service will make repeated attempts to deliver a text message to you for a maximum of seven days if your line is busy or otherwise unavailable.

After seven days the text message will be deleted from the server.

Open Inbox

1. Press ✓Menu then scroll 🔽 to SMS, then press ✓Menu again. Inbox should be displayed. Press ✓Menu then scroll 🔽 or 🔼Redial to select the message you want to read then press ✓Menu .

2. After reading your message press <img> to access the following options:

Reply – press <img> to send a reply.

Delete - scroll <img> to ꭰꮄꮮꭼꮁꭼ then press <img> to delete the message.

Forward – scroll <img> to Forward then press <img> to forward the message to another number. Enter the number when prompted or press <img> to select a number from the Phonebook. You can send a message to an individual entry. When forwarding a message, you have the option of editing the message before sending.

Details - scroll <img> to Details then press <img> to see the caller's number, then scroll <img> to see the time/date of the message.

3. Press <img> to return to the Inbox screen, and then press *and hold* <img> to return to standby.

Deleting

You can delete all messages from the Inbox or Personal SMS box.

1. Press <img> then scroll <img> to select SMS, and then press <img> .
2. Use <img> to select DELETE ALL, and then press <img> .
3. Use <img> to select INBOX or PERSONAL SMS, and then press <img> .
4. Press <img> again to confirm.
5. Press *and hold* <img> to return to standby.

SMS settings

The SMS settings menu lets you:

• Select alternative Service Centres.
• Set the common inbox terminal number.
• Switch SMS Alert on or off.

SMS Service Centre numbers

To send and receive text messages you need the telephone number of your network's SMS Service Centre. The Telstra numbers are preset in your Telstra 2400/2400a.

If you accidentally delete the Send or Receive SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The Send Service is *Send 1*.

The Send Centre *Send 1* number is: 01983391

(*Send 2* number is blank)

The RCV Centre *Receive 1* number is: 01983391

(Receive 2 number is blank)

The common inbox *Terminal No* is normally set to 0.

To change the SMS Service Centre phone numbers

1. Press 〔Menu〕 use 〔Calls List〕 to select SMS, and then press 〔Menu〕 .
2. Use 〔Calls List〕 to select SMS SETTINGS, and then press 〔Menu〕 .
3. Use 〔Calls List〕 to select SEND SERVICE, RCV CENTRE or SEND CENTRE, and then press 〔Menu〕 .

RCV Centre – lets you set the number of the message receiving service.

Send Centre – lets you set the number of the message sending service.

Send Service - lets you set Send 1 or Send 2 as the message sending service.

Terminal No – lets you change the common inbox terminal number.

See previous page for the pre-set Service Centre numbers.

Set SMS text alert

Your handset can play a tone to announce a new text message.

The default setting is ON.

1. Press 〔Menu〕 use 〔Calls List〕 to select SMS, and then press 〔Menu〕 .
2. Use 〔Calls List〕 to select SMS SETTINGS.
3. Press 〔Menu〕 then MSG ALERT is shown.
4. Press 〔Menu〕 again, and use 〔Calls List〕 to set the alert on or off.
5. Press 〔Menu〕 to confirm the setting.
6. Press *and hold* 〔Mute〕 to return to standby.

Sub-addressing for multiple users

Telstra's fixed text messaging service provides the ability to sub-address text messages sent to fixed services. Your Telstra 2400/2400a can be set up with up to five individual handsets, each handset with its own Personal SMS box.

Senders can direct a message to a particular 2400/2400a handset simply by adding an extra digit, corresponding to that handset's sub-address, to the telephone number. For example, a message sent to sub-address 1 will only be received by handset 1 a message sent to sub-address 2 will only be received by handset 2 etc.

Messages that are not sub-addressed will be received by all 2400/2400a handsets.

Receiving sub-addressed text messages

The receiving text message (SMS) phone must be set for multiple users to receive sub-addressed text messages.

If a sub-addressed text message is sent to a text message (SMS) phone that does not have a particular sub-address set up then the text message (SMS) phone will not automatically answer the call.

If the call is answered by a person, an answering machine or Telstra MessageBank® or Telstra Home Messages 101® service, the Telstra server will then attempt to deliver the message as Talking Text®.

Both the sender and receiver must be aware of the sub-addressing arrangements on a particular service. Messages that are sent without sub-addressing will be directed to the default terminal address of 0. For this reason we recommend you leave the common inbox terminal number in the SMS SETTINGS menu set to 0.

Setting up sub-addresses for multiple users

Each 2400/2400a handset automatically has its own sub-address, corresponding to its handset number. For example, Handset Number 1 has sub-address 1 Handset Number 2 has sub-address 2, etc. Up to 5 handsets in total can be registered to an 2400/2400a base unit.

Note
If connecting more than one text message (SMS) phone to a service then each device must have a different terminal number to ensure successful receipt of incoming text messages.

Reading sub-addressed text messages

When you have a new text messages the ✉ **ENVELOPE** symbol is displayed, and NEW MSGS is shown on the standby screen.

1. Press 🔘 to open the inbox and view any new text messages. New messages have a * indicator. New text messages that have been sent to a sub-address will also show a KEY icon above the sender's number.
2. Press 🔘 to scroll to the text message you want to open and press 🔘 to select it.

Sending sub-addressed text messages

Note:
Multiple users can only be set up on fixed line services. You cannot send a sub-addressed message to a mobile service.

To send a sub-addressed text message to another user, simply add an additional digit corresponding to their sub-address to the number you are sending to.

Only a text message (SMS) phone set-up with that sub-address on the service will automatically answer the call and receive the text message.

Default settings for text messaging (SMS)

Receiving Service Centre	01983391
Sending Service Centre	01983391
Set SMS Alert	On
Terminal No.	1. Common Inbox subaddress=0, for incoming and outgoing SMS. 2. Additionally, each handset 1-5 automatically setup for subaddress 1-5, for incoming SMS calls. All sent SMS's will be from the Public Mailbox (sub-address '0'). They will not have a sub-address corresponding to the handset number.
Default system PIN	0000

You can use up to five handsets with your Telstra 2400/2400a. To do this you need to register each additional handset with the base following the simple steps below. Each handset can be registered on up to four bases.

Register a Telstra 2400/2400a handset to a base

On the **base**, press *and hold* (Page) until you hear two beeps. You have 90 sec. to complete the following steps.

On the **handset**, press (Menu) scroll (Calls List) to Register, then press the (Menu) button to confirm.

1. Scroll (Calls List) to REG BASE and press the (Menu) button to confirm.
2. Enter the number of the base station (1-4) using the keypad. Press the (Menu) button to confirm.
3. After the base station has been found, you must enter the PIN code.
4. Press the (Menu) button to confirm. After a few seconds you will hear a signal tone. The handset is now logged on and can be used for external and internal calls.

Select base

If your handset is registered to more than one base, for example, one at work and one at home, you can quickly select which base it takes its signal from.

1. Press the (Menu) button and scroll (Calls List) to REGISTER.
2. Press the (Menu) button to confirm.
3. Scroll (Calls List) to SELECT BASE and press the (Menu) button to confirm.
   The display will now show all base stations that the handset is already logged on to. The number of the currently active base station will flash. Select the required base station to which the handset is to be switched by using the keypad.
   Or
4. Change to the AUTO setting using the (Calls List) and (Redial) buttons.
5. Press the (Menu) button to confirm.

IMPORTANT
Before registration, make sure the handset batteries are fully charged and that you are close to the base.

If the handset is already connected to a base station, the corresponding numbers will flash.

The factory setting PIN is set to 0000.

An internal number will be allocated to the handset once registered. The first handset registered (main handset) has the internal number 1. Any further handsets that are registered are allocated internal numbers (2-5) in the order of registration. The internal number is shown in the display on the right side.

With auto setting, the handset changes automatically to the nearest base station when the connection to the current base station breaks off.

De-register a handset

Use one handset to de-register another handset from the same base.

1. Press the 🅜 button and scroll 🅒 to SETUP.
2. Press the 🅜 button to confirm.
3. Scroll 🅒 to DEL HANDSET and press the 🅜 button to confirm.
4. Enter the PIN code of the base station and press the 🅜 button to confirm.
5. Now select the internal number of the handset to be logged off.

Using additional handsets

Make an internal call to another handset

*If you use a handset with two or more bases you can select **Automatic** from the **Select Base Menu** so that you handset will automatically link to the base with the strongest signal.*

If you have two or more handsets registered to your base, you can make internal calls between handsets.

Two handsets can be holding an internal call while a third is on an external call.

2. Press the ⒤ button then the handset number (1–5). The receiving handset displays your number.
3. To accept the call press the 📞 button.
4. Press 📞 to hang up.

Transfer calls

If another handset is already using the external line, the indicator light will illuminate on all handsets. In this case, it is not possible to make a further external call.

You can transfer an external caller to another handset.

1. During an external call, press ⒤ . Your caller is put on hold.
2. Dial the number of the handset you want (1–5).
3. When the other handset answers you can tell them they have a call, then press 📞 .The external caller is transferred. If the other handset does not answer or you decide not to transfer the call, press ⒤ to talk to your caller again.

Three-way call

You can hold a three-way call between two internal handsets and an external caller.

1. During an external call, press Int then the handset number you want (1–5). Your external caller is put on hold.

2. When the other handset answers, press # to start the conference call. If the other handset does not answer, press Int again to speak to your external caller.

3. Press to hang up.

No display
- The batteries may be dead. Recharge or replace the batteries, see 'Replacing the handset batteries', page 53.
- Is the handset switched off? To switch the handset on, see page 16.

No dial tone
- Check that the telephone line cord is plugged into the phone socket.
- Check that the base is connected to the mains power and switched on.

You cannot link up with the base
- Check that the base is connected to the mains power and switched on.
- Are you out of range? Move the handset closer to the base.
- Are the batteries low or flat? If so, charge the batteries or replace them if necessary.
- If using more than one base, check that you are connected to the correct base, see page 48.

No ring on the handset
- Check that the ringer volume is switched on, see page 23.
- Check that the base is plugged into the phone socket and that it is also connected to the mains power and switched on.

Buzzing noise on my radio, TV, computer or hearing aid
- Sometimes, your Telstra 2400/2400a and other cordless telephones can interfere with other electrical equipment if placed too close. Try moving it at least one metre away from such appliances.

The charging light does not appear to be working

● Check that the base is plugged into the mains socket and switched on.

● Check that you are using the correct mains power adaptor.

● Check that the handset has slotted correctly into the base.

● Check that the handset batteries have been correctly fitted.

Interference on my cordless handset

● Move the base unit at least 1 metre away from other electrical appliances

● If you have an ADSL internet service ensure correct filters are installed to prevent interference

TecHelp
1300 369 193

Telstra TecHelp line 1300 369 193

Call the dedicated Telstra 2400/2400a Helpline:

● if you are having difficulties using your Telstra 2400/2400a

● if you need replacement batteries or mains power lead

Lines open: 8.30am – 5.00pm Monday to Friday

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. For spare AAA rechargeable NiMH batteries, please contact the TecHelp line on 1300 369 193.

Slide off the battery compartment cover and remove existing batteries. Insert new batteries and replace the compartment cover.

IMPORTANT

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

Safety

General

● 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 batteries supplied. Spare rechargeable batteries are available from the TecHelp line on 1300 369 193.

● Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the TecHelp 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.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

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

Environmental

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

Telstra Accessories and replacement items

For a full range of accessories and replacement items for Telstra products, please call 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 2400/2400a 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.

Connecting to a PABX

This product is intended for use within Australia for connection to public telephone network and compatible PABX's, which support tone dialling and Timed Break Recall. If in doubt please consult your service provider.

Access code and entering a pause

Note.
When storing a number in the phonebook, at the point you want to insert a pause, press ⬆️Redial *and hold* down until P is displayed.

If you are connecting your Telstra 2400/2400a to a PABX you may need to enter an access code (e.g. 9) to get an outside line. So that the PABX has time to pick up an outside line before the rest of the number is dialled, you may need to add a pause in the dialling sequence.
For example:
9 - PABX code for an outside line
P – Pause inserted in dialing sequence
9PXXX XXXX - Rest of phone number

Recall

The **R** button is used when connected to certain PABX's and with some Telstra phone features.

Setting the FLASH time

1. Press the **Menu** button and scroll **Calls List** to SETUP.
2. Press the **Menu** button to confirm.
3. Scroll **Calls List** to RECALL and press the **Menu** button to confirm.
4. Using the **Calls List** and **Redial** buttons select the flash time
   RECALL 1 (100mS) or RECALL 2 (600mS).
5. Press the **Menu** button to confirm.

PIN number

If you change the System PIN, keep a record of the new number by writing in the space provided on this page.

PIN NUMBER

Things you need to know

1. For most Telstra and Telstra reseller customers for messages between compatible services. Charges apply.

2. Excludes blocked calls. Monthly charge applies. Available most areas.

3. To arrange connection of the Flashing Message Indicator service call Telstra on 132200.

4. Monthly charge and call charges apply.

5. Available to most Telstra home phone access customers

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 – 1300 369 193 – or contact us by e-mail at: tcpsupport@ingrammicro.com.au

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 132200 for residential or 132000 for business.

Product Warranty
Subject to the conditions below, Telstra guarantees this product against any defect in materials or workmanship under conditions of normal use for 13 months from date of purchase.

The benefits conferred by this warranty are in addition to other warranties and remedies that are implied under the Trade Practices Act and similar State and Territory laws (Statutory Rights).

Subject to your Statutory Rights, the goods will not be eligible for service under this warranty if:
A. Proof of purchase cannot be provided;
B. The defect was caused by an accident, misuse, abuse, improper installation or operation, vermin infestation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra; or
C. The product has been damaged by lightning or a mains power surge.

To obtain service during the terms of this warranty call the TecHelp Information Line
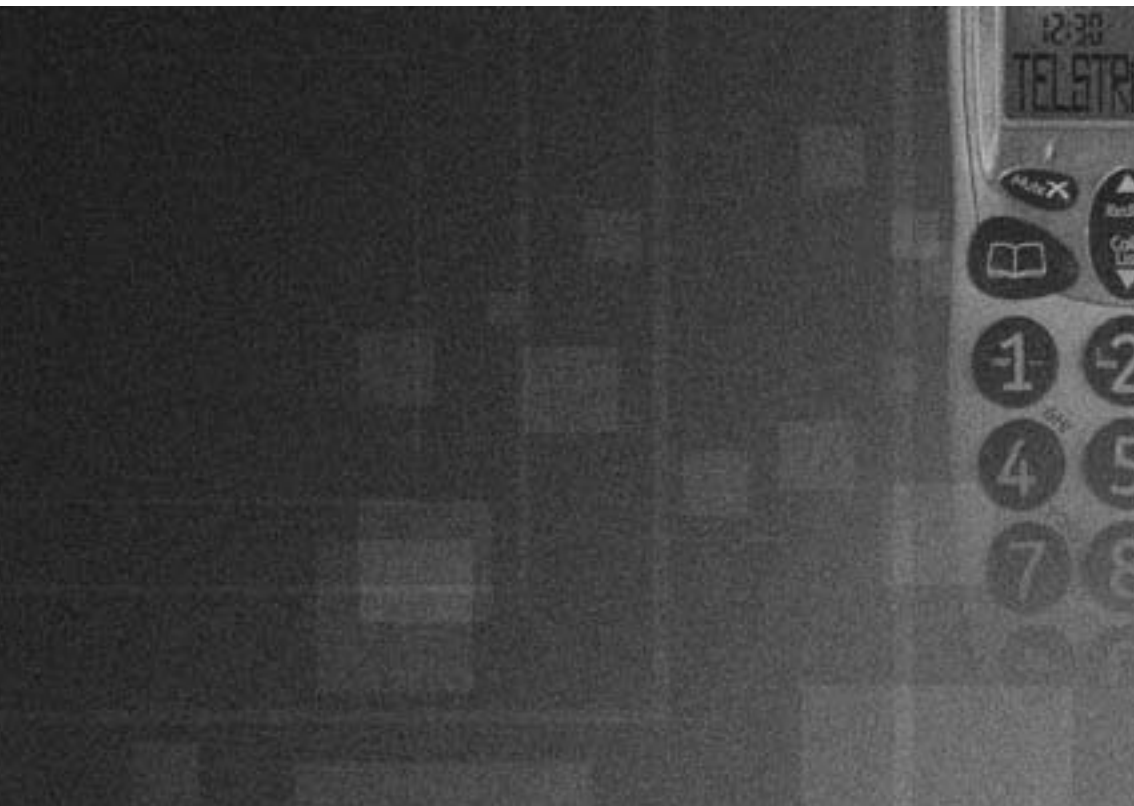on – 1300 369 193 – or contact us by e-mail at: tcpsupport@ingrammicro.com.au

If it is necessary to have the product serviced, the Customer Service Representative will inform you of the product return process.
Please ensure that:
A. You provide proof of purchase;
B. Your product is suitably packaged; and
C. You have included all components from the original purchase.

Subject to your Statutory Rights:
A. Any claim under this warranty is limited to the cost of repair or replacement of the product; and
B. If the goods are found to be in sound working order by the authorised service centre, you may be charged a fee for service and for any other direct costs associated with having the product delivered for service.

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