Telstra 7100 & 7100a

Digital DECT Cordless Telephone /Integrated Answering Machine (7100a only)

User Guide

TecHelp
1300 369 193

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 7100 & 7100a Digital DECT Cordless Telephone / Integrated Answering Machine

• Phonebook – lets you store up to 50 names and numbers for easy dialling.
• Calling Number Display - lets you see who's calling. Your phone stores details of the last 40 callers in a Calls list.
• Integrated Digital Answering Machine (7100a only)

DECT INTERFERENCE FREE PHONE FREQUENCY

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 7100/7100a series provides:
• Digital clarity
• Digital range
• Digital security

IMPORTANT
This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made to access 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 7100/7100a, contact TecHelp on 1300 369 193 or email: **tcpsupport@ingrammicro.com.au**
Alternatively, you may find the answer in the 'Help' section at the back of this guide.

Hearing aid?
Please note that the Telstra 7100 and 7100a works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

Got everything?
• Telstra 7100 or 7100a handset
• Telstra 7100 or 7100a base
• 2 x NiMH AAA rechargeable batteries
• Mains power adaptor
• Telephone line cord

If you have purchased a Telstra 7100 or 7100a multi handset pack you will also have the following for each additional handset:
• Telstra 7100 or 7100a handset
• Telstra 7100 or 7100a charger
• 2 x AAA NiMH rechargeable batteries
• Mains power adaptor (for the charger)

Some Telstra services such as MessageBank® and Calling Number Display may attract feature and usage charges. Please visit Telstra.com for details.

In this guide

7100-7100a-2 colmn UG.indd   4-5   3/9/07   10:11:47 AM

In this guide

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Getting started

Location

You need to place your Telstra 7100/7100a 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 7100/7100a 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.

   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

Power cable   Power cable

Telstra 7100a Base   Telstra 7100 Base
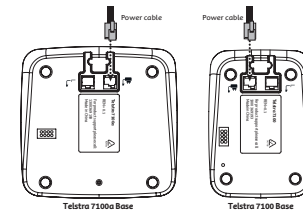
2. Remove the battery compartment cover and
   insert the 2 x AAA NiMH batteries supplied into
   the handset. Slide the battery compartment
   cover back into place.
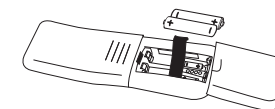
3. Charge the handset for at least **16 hours** by
   placing it on the base. The screen will show the
   standby display and a scrolling battery icon to
   show that the handset is charging.

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4.After 16 hours, plug the telephone line cord into
   your Telstra 7100/7100a base unit and the other
   end into the wall socket.

Line cable   Line cable

Telstra 7100a Base   Telstra 7100 Base
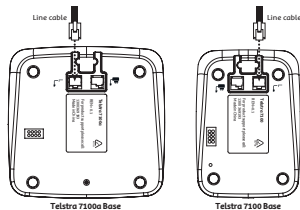
Battery low warning
When the battery charge is low the handset battery
icon will be empty and flashing. Place the handset
back on the base to recharge.

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' table.

Battery performance
To keep your batteries in the best condition, 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 the TecHelp on 1300
369 193 or your nearest electrical retailer.

Handset range
The Telstra 7100/7100a works by sending radio signals
between the handset and the base. Any source of
interference between the handset and base may
impact on the range you obtain from your cordless
telephone. In ideal conditions your Telstra 7100/7100a
has a range of up to 300 metres outdoors when there is
a clear line of sight between the base and the handset.
With the base indoors and handset either indoors or
outdoors, the range will normally be up to 50 metres.
Any obstruction between the base and handset will
reduce the range significantly. Thick stone walls can
severely affect the range.

**Under no circumstances use non
rechargeable batteries. Only use NiMH
rechargeable batteries with a capacity of
550mAh or higher. Using inappropriate
batteries will invalidate your guarantee
and may damage the telephone.**

Telstra 7100/7100a multi handset pack only

Location

You need to place your Telstra 7100/7100a charger close enough to a mains power socket so that the cable will reach.

Setting up the charger

1. Plug the power adaptor cable into the underside of the charger, plug the other end into the mains wall socket and switch the power on.

Power cable

Telstra 7100/7100a
Extension Charger

2. Place the handset on the base to charge the batteries for at least **16 hours**.The extension handset is pre-registered to the base as -2- (TELSTRA 2). This is shown on the display. When the handset is fully charged the display shows the symbol.

Your Telstra 7100/7100a multi handset pack is now ready for use.

Helpline

If you are having any difficulties setting up or using your Telstra 7100/7100a, please call the TecHelp on 1300 369 193 or email: **tcpsupport@ingrammicro.com.au**

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Getting to know your phone

Handset buttons

1. Redial/Pause
Selection button to choose an operation. Access to the last 10 numbers dialled.

2. X/Mute
Press to mute callers, page 16. Used to delete characters from a name or number, page 19.

3. Talk/End
Press to make call and end a call, page 17.

4. MessageBank®
Press and hold to give one-touch access to Home Messages 101® and MessageBank® services.

5. R (Recall)/Power
For use with Telstra Calling Features or a PABX, page 28. Power on/off.

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

7. Scroll up/Volume
Scroll through options. During a call, press to increase volume. Access Calls list.

8. Phonebook
Used to recall names and numbers from the Phonebook, page 20.Also used to exit Menu operations.

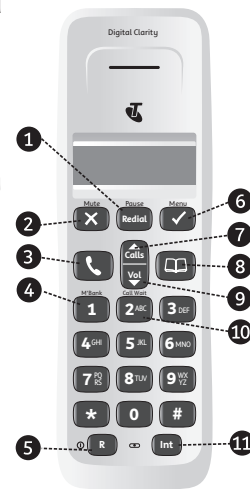### 9. Scroll down/Missed Calls list/Received calls/Volume
Scroll through options. Press DOWN to open Missed Calls/Received calls list, page 17. During a call, press to decrease volume.

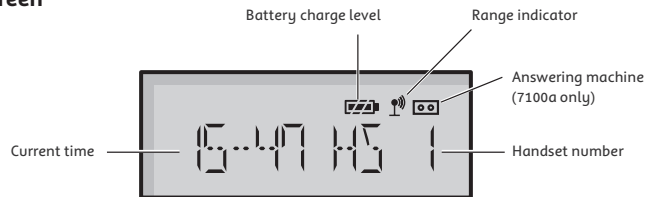### 10. Call Waiting
Answers call waiting when on a call.

11. Int
Lets you make calls between handsets registered to the base, page 26.

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Standby screen

Battery charge level   Range indicator

Answering machine (7100a only)

Current time   Handset number

Handset display icons

EXT Flashes to indicate an incoming external call

EXT External call in progress

INT Flashes to indicate an incoming internal call

INT Internal call in progress

EXT INT 3 Way call in progress or transfer external call to another 7100 handset registered to the base during an external call

Indicates signal strength Flashes when handset is not registered to the base or if you go out of range

Menu open

Phonebook open

Flashes to indicate new calls list entries received*

Answered call (when viewing the Calls list)*

Unanswered call (when viewing the Calls list)*

Keypad locked

◄ ► The displayed number is longer than 12 digits

Battery charge full

Battery charge medium

Battery charge low

Flashing – Battery charge nearly empty

Flashes to indicate new answer machine message(s) received(7100a only)

Shows when you have messages on Telstra Home Messages 101® or MessageBank® service

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Navigating the menus

Your Telstra 7100/7100a 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 option button under Menu 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.

For example, to change the handset ringer volume:

1. Press then scroll to HANDSET. Confirm by pressing the button. Scroll down to INT RING VOLUME and press to confirm.

2. Use and to select the required volume level, or choose VOLUME OFF to switch the ringer off.

3. Press the button to confirm.

Exit or go back one level in the menu

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

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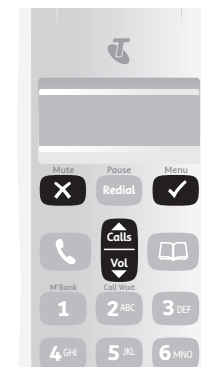
Getting to know your phone

7100 menu map

PHONEBOOK	SETUP	HANDSET	DATE – TIME	REGISTER
ADD ENTRY	BASE VOLUME	BEEP	DATE SET	SELECT BASE
MODIFY ENTRY	BASE MELODY	INT RING VOL	CLOCK SET	REG BASE
DELETE ENTRY	DEL HANDSET	EXT RING VOL	ALARM SET	
	PIN CODE	INT MELODY		
	DEFAULT	EXT MELODY		
		AUTO ANSWER		
		NAME		
		LANGUAGE		
		KEYLOCK?		

7100a menu map

PLAY MESSAGE	PHONEBOOK	TAM SETTINGS	SETUP	HANDSET	DATE – TIME	REGISTER
NEW MSG	ADD ENTRY	ANS ON/OFF	BASE VOLUME	BEEP	DATE SET	SELECT BASE
ALL MSG	MODIFY ENTRY	ANS MODE	BASE MELODY	INT RING VOL	CLOCK SET	REG BASE
	DELETE ENTRY	MEMO REC	DEL HANDSET	EXT RING VOL	ALARM SET	
		OGM SETTING	PIN CODE	INT MELODY		
		DAY SETTING	DEFAULT	EXT MELODY		
		ANS DELAY		AUTO ANSWER		
		REMOTE CODE		NAME		
				LANGUAGE		
				KEYLOCK?		

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Getting to know your phone

7100 Base unit

1. Page button

Press to page the handset(s), page 20. Also used when registering additional handsets, page 26.

7100/7100a Charger unit

For multiple pack users only

1 — Page

Telstra 7100

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7100a Base unit

1. Page button
Press to page handset(s), page 20.

2. Vol – button
To decrease the speaker volume, page 31.

3. Vol + button
To increase the speaker volume, page 31.

4. Answer On/off button
To turn your answering machine on or off, page 31

5. OGM button
To record your outgoing message

6. Skip < button
To skip back when listening to your messages, page 37.

7. Skip > button
To skip forward when listening to your messages, page 37.

Telstra 7100a
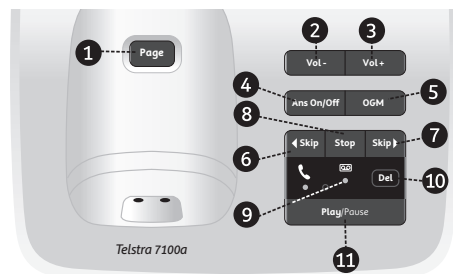
8. Stop button
Stops messages being played.

9. Message indicator
The red LED flashes when new messages are left on the answering machine.

10. Delete button
To delete messages received, page 38.

11. Play/Pause button
To playback or pause messages, page 37.

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Using the phone

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 ✕ 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 Calling Number Display 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.

Earpiece volume
During a call, press Vol and Calls 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 20.
1. Press Redial to enter the Dialled Calls list. The last phone number dialled will be shown in the display. Scroll Vol and Calls 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 20.
1. Press Vol to enter the Calls list. The last phone

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number received/missed will be shown in the display. Scroll 🔲 and 🔲 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 🔲 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 once more.

6. To confirm press 🔲. The display will show MELODY 1-5.

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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.

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 7100/7100a 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.

Quick access
From the standby screen, you can quickly access the MISSED CALLS LIST by pressing 🔲.

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 🔲.

Mute

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

1. During the call, press 🔲. The display shows MUTE. Your caller cannot hear you.

2. Press 🔲 again to return to your caller.

Keypad lock

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

1. Press *and hold* 🔲 until the screen shows the Keypad locked 🔒 symbol.

2. To unlock, press *and hold* 🔲. The display will show PRESS *. Press 🔲 again to unlock keypad.

The 🔒 is displayed while the keypad is locked.

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Paging

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 button on the handset.

Paging calls cannot be answered by a handset.

Phonebook

Your Telstra 7100/7100a 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.

Add a new Phonebook entry

1. Press [✓] and scroll using the [Vol] and [Calls] buttons to show 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 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 5.
7. Scroll [Vol] and [Calls] to select the ring you wish to assign to this phone number.
8. Press [✓] to confirm.

If you subscribe to Telstra Calling Number Display and want names in your phonebook displayed instead of the phone numbers, you must store the full telephone number including the area code.

Dial a number from the Phonebook

1. Press [book].
2. Scroll [Vol] and [Calls] to the name you want or use the keypad to enter the first letter of the name.
3. Press [phone] to dial.

Edit an entry

1. Press [✓] and scroll using the [Vol] and [Calls] buttons to show PHONEBOOK.
2. Press [✓] to confirm. The display shows ADD ENTRY.
3. Scroll [Vol] 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 [Vol] and [Calls] 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 shows the number.

Entering names
Use the keypad letters to enter names. For example, press **8** for the letter t, or **6** for the letter o.
Keep pressing the same button to scroll through the characters shown on screen.

6. Change the number using the keypad.
7. Press the [✓] button to confirm. The display will show your selected melody.
8. Using the [Vol] and [Calls] buttons select the melody you wish to assign to the phone number.
9. Press the [✓] button to confirm.

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 **1** to insert a space. If you make a mistake, press [✗] to delete the last character.

View Phonebook
1. Press 📖 . Scroll ⌄ and 📞 to the entry you want
2. Press the ✓ button to view the number.

Delete an entry
1. Press ✓ and scroll using the ⌄ and 📞 buttons to show 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.

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> Names are stored alphabetically.

Handset ringtone
You can choose from 5 melodies. You can set different melodies for internal and external calls.
1. Press ✓ , then scroll ⌄ to HANDSET and press ✓ .
2. Scroll ⌄ to EXT MELODY (ring tone for external calls) or INT MELODY (ring tone for internal calls) and press the ✓ button to confirm.
3. Scroll ⌄ and 📞 to select required melody and press the ✓ button to confirm.

Base station ringtone
You can choose from five melodies. You can set different melodies for internal and external calls.
1. Press ✓ , then scroll ⌄ to SETUP and press ✓ .
2. Scroll ⌄ to BASE MELODY and press the

✓ button to confirm.
3. Scroll ⌄ and 📞 to select required melody and press the ✓ button 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 23).
1. Press ✓ and scroll ⌄ to HANDSET.
2. Press the ✓ button to confirm.
3. Scroll ⌄ to EXT RING VOL (volume for external calls) or INT RING VOL (volume for internal calls) and press the ✓ button to confirm.
4. Scroll ⌄ and 📞 to select required volume and press the ✓ button to confirm.

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

Base station ring volume
There are five handset 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 ⌄ and 📞 to select required volume and press the ✓ button to confirm.

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 ⌄ and 📞 to the function you would like to select and press the ✓ button to confirm.

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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.

1. Press 🔲 , scroll 🔲 to HANDSET.

2. Press the 🔲 button to confirm.

3. Scroll 🔲 to 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 handset name can be a maximum of 8 characters.

Handset language

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

1. Press 🔲 and scroll 🔲 to HANDSET.

2. Press the 🔲 button to confirm.

3. Scroll 🔲 to LANGUAGE and press the 🔲 button to confirm.

4. Using the 🔲 and 🔲 buttons select the language you would like and press the 🔲 button to confirm.

Auto-talk

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 and to hang up.

1. Press the 🔲 button and scroll 🔲 to HANDSET.

2. Press the 🔲 button to confirm.

3. Scroll 🔲 to AUTO ANSWER and press the 🔲 to confirm.

4. Select ON or OFF using the 🔲 and 🔲 buttons and press the 🔲 button to confirm.

> By default, Auto-talk is set to On.

Security PIN

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 🔲 button and scroll 🔲 to SETUP.

2. Press the 🔲 button to confirm.

3. Scroll 🔲 to PIN CODE and press the 🔲 button to confirm.

4. Enter the current four digit PIN code using the keypad and press the 🔲 button to confirm.

5. Now enter the new four digit PIN using the keypad and press the 🔲 button to confirm.

6. Enter the new four digit PIN code once more for confirmation and press the 🔲 button again.

> **KEEP TRACK OF YOUR PIN**
> If you change the System PIN, keep a record of the new number. You need your System PIN for registering handsets and for some other optional settings.

Time settings

Set time

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

1. Press 🔲 , scroll 🔲 to DATE-TIME.

2. Press the 🔲 button to confirm.

3. Scroll 🔲 to CLOCK SET and press the 🔲 button to confirm.

4. Enter the current time in 24 hour format using the keypad. E.g. **2.04PM** = **1407.**

5. Press the 🔲 button to confirm.

Set alarm
1. Press the ✅ button.
2. Scroll ⬇ to DATE-TIME and press the ✅ button to confirm.
3. Scroll ⬇ to ALARM SET. Press ✅ to confirm.
4. Press ⬇ to change between on and off. Press ✅ to confirm.
5. The display will show 0-00. Enter the required wake up time in 24 hour format using the keypad. Press the ✅ button to confirm.

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

To default/reset the handset & base to original settings
1. Press the ✅ button and scroll ⬇ to SETUP.
2. Press the ✅ button to confirm.
3. Scroll ⬇ to DEFAULT and press the ✅ button to confirm.

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4. Using the keypad enter your PIN and then press the ✅ button to confirm.
5. The message CONFIRM? will appear in the display. Press the ✅ button to confirm.

IMPORTANT If you reset your Telstra 7100/7100a the Phonebook, Redial and Calls list will be deleted.

Using additional handsets

Make an internal call to another handset
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 Int 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
You can transfer an external caller to another handset.
1. During an external call, press Int. 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 Int 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 and hold # 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.

Note: 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.

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Telstra Network Features

Calling Number Display

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.

IMPORTANT
You need to subscribe to Telstra Calling Number Display in order to receive the number of your callers. For more information, call 13 2200 for Residential or 13 2000 for Business services.
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 7100/7100a 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.

Calls lists

Your Telstra 7100/7100a stores details of all calls you make and receive (unless the number is blocked) in 2 different calls lists:
● Received calls/Missed calls – Calls you have answered / not answered, see page 17.
● Dialled calls – The last 10 numbers dialled, see page 17

A total of up to 40 entries can be stored in the Received and Missed Calls 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. When you have new **Missed Calls**, the display will show the number of new entries in the

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Missed Calls list.
Also, the **NEW CALLS** indicator on the base will light up. Press [Vol] to view the missed calls.

This number in the Callers list is a missed call.

This number in the Callers list was answered.
To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 2200.
* Monthly charges apply. Message retrieval is free from Telstra fixed phones anywhere in Australia. Retrieval charges apply from mobiles, payphones and for calls using a Telstra Telecard™.

Flashing Message Indicator

The Telstra 7100/7100a 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 QO icon will be displayed on the handset and the 'In Use' LED on the base will flash. After you have listened to your

message(s), the QO icon will disappear.

Telstra Home Messages 101®

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 access Telstra Home Messages 101®, you can dial 101 or:

To call Telstra Home Messages 101®

Press 📞 and dial 101.
OR
While the handset is in standby press and hold the [1] key. The handset will dial 125101.
OR
Press 📞 and then press *and hold* the [1] key. The handset will dial 125101.

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Using Call Waiting

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

To answer an incoming call whilst you are on the phone

1. Press *and hold* the ![2ABC Call Wait] button. Your first caller is put on hold and you can talk to your second caller.

2. To revert back to the original caller, press *and hold* the ![2ABC Call Wait] button again.

> NOTE: if you have subscribed to Telstra Calling Number Display, the second caller's number will appear on the handset display.

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Using your answering machine (Telstra 7100a only)

Your Telstra 7100a can digitally record up to 11 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 7100a from:
• the handset;
• the base unit;
• remotely from most tone dialling telephones.

Your Telstra 7100a 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 25.

To switch the answering machine ON/OFF

Your Telstra 7100a is set to **ON** and **Answer and Record** when first powered up.

Press *and release* the ![Ans On/Off] 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 33 for a full explanation of the outgoing messages available.

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

> **Note:** Your answering machine is designed to answer calls after 16 rings when it is switched off. This is to enable you to operate the remote access functions of your answering machine if your answering machine is switched off.

To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-10, where 0 is minimum and 10 is the maximum level. The default level is 5.

1. Press ![Vol +] on the base to increase the volume.

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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 one long beep will sound.

Answer delay

Answer delay sets the number of times your Telstra 7100a 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. See page 41 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 `✓`. Scroll `Vol` to TAM SETTINGS. Press `✓` to confirm

2. Scroll `Vol` to ANSWER DELAY and press `✓` to confirm.

3. The display will show the current setting. To change use the `Vol` and `Calls` buttons. Press `✓` 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.

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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 7100a comes with 2 pre-recorded outgoing messages to choose from as follows:
Answer and Record
Your Telstra 7100a 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 7100a 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 `OGM` button until you hear 'Please Select Outgoing message"

2. To record your own **Answer and Record** outgoing message, press *and hold* `◀ Skip` button.

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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 record your own Answer and Record outgoing message via the handset

1. Press ✓Menu

2. Scroll Vol to TAM SETTINGS. Press ✓Menu to confirm

3. Scroll Vol to OGM SETTINGS and press ✓Menu to confirm.

4. Scroll Vol 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 (3 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*

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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 Vol to TAM SETTINGS. Press ✓Menu to confirm

3. Scroll Vol to OGM SETTINGS and press ✓Menu to confirm.

4. Scroll Vol to RECORD OGM.

> **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.

5. Scroll Vol 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.

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 Ans On/Off 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 Ans On/Off button again and the prompt will announce the current outgoing message.

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> **Note:** On the base unit press the Stop■ button at any time during playback to stop messages playing.

On the handset

1. Press ✅ , and press Vol to TAM SETTINGS. Press ✅ to confirm.
2. Press Vol to OGM SETTINGS. Press ✅ to confirm.
3. Press Vol to PLAY OGM. Press ✅ to confirm.
4. Press Vol to show desired OGM and press ✅ to listen to the OGM.

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. Or
2. To set Answer Only, press *and release* the Skip► button. 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 7100a'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. Press ✅ . Scroll Vol to TAM SETTINGS and press ✅ to confirm.
2. Scroll Vol to OGM SETTINGS and press ✅ to confirm.

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3. Scroll Vol to DELETE OGM and press ✅ to confirm.
4. Select either ANS & REC or ANS ONLY and press ✅ to confirm.

To playback messages via the base unit

1. Press Play/Pause to play new messages only. The prompt will announce *"you have x new messages"*.
2. Press *and hold* Play/Pause to playback all messages.

   The prompt will announce *"you have x 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.

To playback messages via the handset

1. Press ✅ , the screen will display PLAY MESSAGES, press ✅ again to confirm.

2. The screen will display the number of new messages you have received.
3. To listen to your messages press the ✅ 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 sec.
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).

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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"*.

1. During the countdown press the Del button and the prompt will announce, *"All messages deleted"*. At the end 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 7100a 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 ✓ 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 7100a and left as a message for another user. Memos can be up to 3 minutes long.

To record a memo

1. Press ✓ on the handset, and scroll Vol to TAM SETTINGS and press ✓ again.

2. Scroll Vol to RECORD MEMO and press ✓ 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.

Remote access

You can turn your 7100a 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 Del on base unit. The current PIN is announced.

2. On the handset, press ✓ and scroll Vol to TAM SETTINGS then press ✓ again.

3. Scroll Vol to REMOTE CODE then press ✓ again.

4. Enter the new 3-digit remote code, then press ✓ again.

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 7100a will announce, "*Thank you for calling*" and will then hang up.

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 'x' new messages*" and they are played.

3. Using the phone's keypad you can replay, pause, skip or delete messages and adjust settings.

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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.

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Troubleshooting

No display
• The batteries may be dead. Recharge or replace the batteries, see 'Replacing the handset batteries', page 44.
• Is the handset switched off? To switch the handset on, see page 17.

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 are 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 26.

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 7100/7100a 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 phone 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

Telstra TecHelp line 1300 369 193
Call the dedicated Telstra 7100/7100a Helpline:
• if you are having difficulties using your Telstra 7100/7100a
• if you need replacement batteries or mains power lead

General information

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. Rechargeable batteries can be purchased from 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.

Please note
Telstra accepts no responsibility for damage caused to your Telstra 7100/7100a handset by using any other type of batteries.

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 can be purchased from 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 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 7100/7100a 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 no 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 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 a period of 24 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.

For your records
Date of purchase:

_____
Place of purchase:

_____
Serial number:

_____
For guarantee purposes proof of purchase is required so please keep your receipt.

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