

Telstra 7400 & 7400a

Digital DECT Cordless Telephone / Integrated Answering Machine

User Guide



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

Telstra

Introduction to your Telstra 7400 & 7400a Digital DECT Cordless Telephone / Integrated Answering Machine

- Phonebook – lets you store up to 100 names and numbers for easy dialling.
- Calling Number Display - lets you see who's calling. Your phone stores details of the last 20 callers in a Calls list.
- Send & receive text messages
- Use the handsfree facility to talk to callers without holding the handset.
- Integrated Digital Answering Machine (7400a only)



As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 7400/7400a 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.

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

Need help?

If you have any problems setting up or using your Telstra 7400/7400a, contact TechHelp 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 7400 and 7400a 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 7400 or 7400a handset
- Telstra 7400 or 7400a base
- 2 x NiMH AAA rechargeable batteries
- Mains power adaptor
- Telephone line cord
- * Wall mounting bracket

If you have purchased a Telstra 7400 or 7400a multi handset pack you will also have the following for each additional handset:

- Telstra 7400 or 7400a handset
- Telstra 7400 or 7400a charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor (for the charger)

In this guide

Getting started	8	Answer a call handsfree	26
Location	8	Switch to handsfree during a call	26
Setting up	8	Redial a number from the redial list	27
Setting up for multiple packs	12	Copy a number from the redial list to the directory	27
Wall mounting your 7400/7400a	13	Delete a redial number	27
Getting to know your phone	16	Delete all redial numbers	28
Handset buttons	16	To lock/unlock the keypad	28
Base	18	Page handset	28
Charger	18	Ringer on/off	29
Handset display icons	19	Phonebook	30
Answering machine (7400a only)	20	Store an entry	30
Navigating the menus	22	Dial an entry	30
Handset menus	23	Edit an entry	30
Using the phone	24	Delete an entry	31
Switch the handset power on/off	24	Delete all entries	31
Make an external call	24	Calls list	32
Preparatory dialling	24	View new calls list entries	32
End a call	24	Dial from the calls list	32
Receive a call	25	View further call details	33
Earpiece volume	25	Save entry to the directory	33
Mute	25	Delete a calls list entry	33
Make a call handsfree	26	Delete entire calls list	33

In this guide

Telstra network services	34	Send/edit/delete text messages in the outbox	41
Open SMS menu	34	Message alert beep on/off	42
Open calls list menu	34	SMS Service Centre numbers	42
Phone Feature	34	Add or change SMS Service Centre numbers	43
To access a Phone Feature	34	Select a Send Service Centre number	43
TecHelp line	35	Handset settings	44
Replace pre-stored numbers in the Phone features menu	35	Set wallpaper	44
MessageBank®	36	Handset name	44
To retrieve a message from your message service	36	Display contrast	45
Flashing Message Indicator	36	Menu colour	45
Call Waiting	37	Backlight	45
Answer a Call Waiting call	37	Ringer melody	46
Text messaging (SMS)	38	Ringer volume	46
Subscribe to the Telstra Text Messaging (SMS) service	38	Key beeps	46
Calling Number Display and text messaging	38	Battery low	47
Send/save text messages	38	Out of range warning	47
Receiving and reading text messages	39	Auto answer	48
Reply to a text message	40	Reset settings	48
Delete a text message	40		
Call the sender's phone number	41		
Save the sender's number in the directory	41		

In this guide

Base settings	49	Set answer delay	56
Ringer volume	49	Set and check answer delay	56
Ringer melody	49	Recording time	57
PABX access	50	Playing messages	58
Change PIN	50	Delete all old messages	58
Reset settings	51	Record a memo	59
Set the date and time	51	Call screening	59
		Memory full	59
Using the answering machine (7400a only)	52	Remote access	60
Date and time	52	Security PIN	60
Operating the answering machine from the base	52	Set/change remote access security PIN	60
Switch on/off	52	Operating your answering machine from another phone	60
Playing messages	53	Switch answering machine on remotely	61
Adjust volume	53		
Operating the answering machine from the handset	53	Additional handsets and bases	62
Outgoing messages	54	Registering additional handset	62
Answer & Record	54	Select a base	63
Answer Only	54	Deregister handset	63
Record your own outgoing message	54	Call another handset	64
Play outgoing message	55	Transfer a call to another handset	64
Reinstate pre-recorded outgoing message	55	Conference call	64
Set answer mode	56		

In this guide

Help	65
General information	70
Replacing the handset batteries	70
Connecting to a PABX	70
Safety	71
Cleaning	71
Environmental	72
How many telephones can I have?	72
Customer service & Product warranty	73
Wall mounting template	75

Getting started

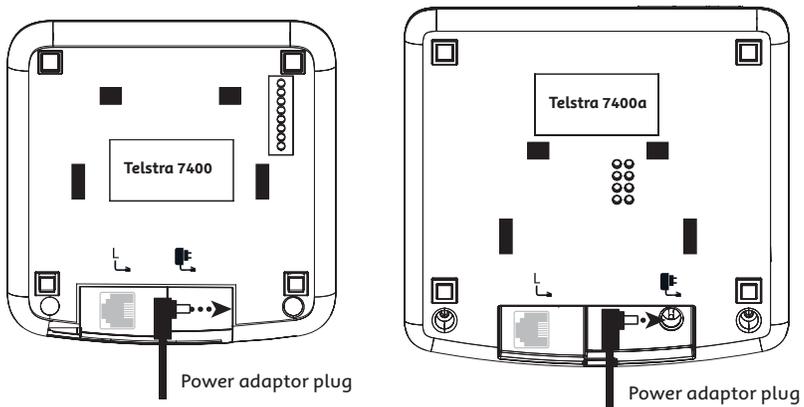
Location

You need to place your Telstra 7400/7400a base 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 7400/7400a 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 helps ensure the best signal.

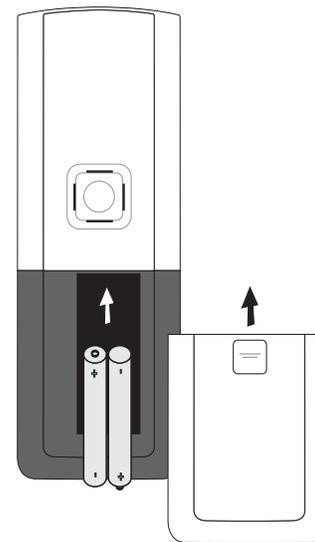
Setting up

1. Plug the mains power cable into the power socket on the back of the base. Plug the other end into the mains socket and switch on.



Getting started

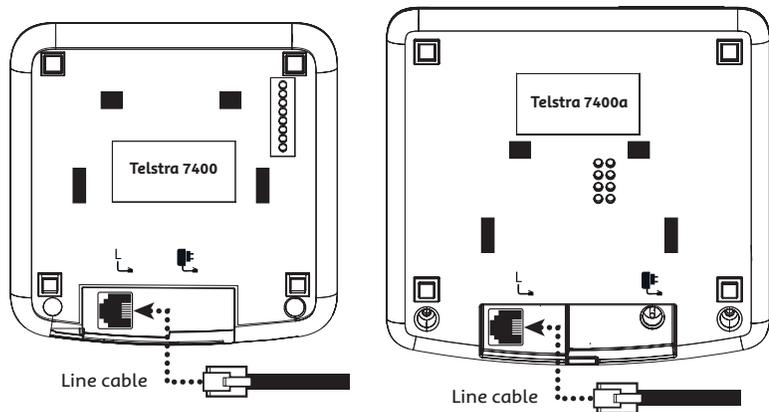
2. Remove the battery compartment cover and insert the 2 x AAA NiMH batteries supplied into the handset, ensuring the + and -ends of the battery match up with the markings inside the battery compartment. Slide the battery cover compartment into place. The battery cover must be in place at all times when the handset is placed in the cradle.



3. Place the handset on the base to charge the batteries for at least **16 hours**.
When the handset is fully charged, the battery icon on the display shows BATTERY.

Getting started

- After **16 hours**, connect the telephone line cord to the base and plug the other end into the wall socket.



WARNING: Do not place your Telstra 7400/7400a in the bathroom or other humid areas.

Handset range

The Telstra 7400 or 7400a has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength

The  ANTENNA icon on your handset indicates when you are in range of the base. If you begin to move out of range, the  ANTENNA icon will flash and the handset will beep.

Getting started

IMPORTANT

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

Talk/Standby time

In ideal conditions, fully charged handset batteries should give up to 10 hours talk time or up to 100 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

Battery low warning

If the  BATTERY icon flashes in the display and you hear a warning beep every few seconds, you will need to recharge the handset before you can use it again. During charging, the  BATTERY icon will scroll in the display.

Battery performance

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time. Running the batteries right down at least once a week will help them last as long as possible.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day.

Batteries and handset may become warm during charging. This is normal.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries can be purchased from the TechHelp line on 1300 369 193. For instructions on how to install new batteries, see page 70.

Your Telstra 7400/7400a is now ready for use.

Further help

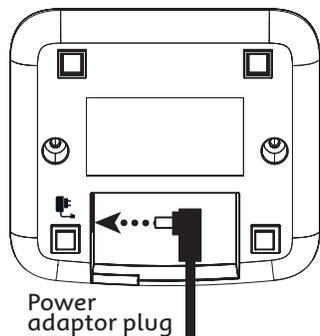
If you experience any problems, please call TechHelp on 1300 369 193 or email tcsupport@ingrammicro.com.au

Setting up for multiple packs

If you have purchased a Telstra 7400 or 7400a multiple pack, you will also need to follow the instructions shown below to prepare any additional handsets and chargers for use.

For each additional handset and charger:

1. Connect the power adaptor to the charger and switch on.



2. Remove the battery compartment cover and insert the 2 x AAA NiMH batteries supplied into the handset, ensuring the + and -ends of the battery match up with the markings inside the battery compartment. Slide the battery cover compartment into place. The battery cover must be in place at all times when the handset is placed in the cradle. (See illustration on page 9)

Wall mounting your 7400/7400a

The Telstra 7400/7400a can be wall mounted to a standard Telstra wall mount plate. To wall mount the phone proceed as follows:

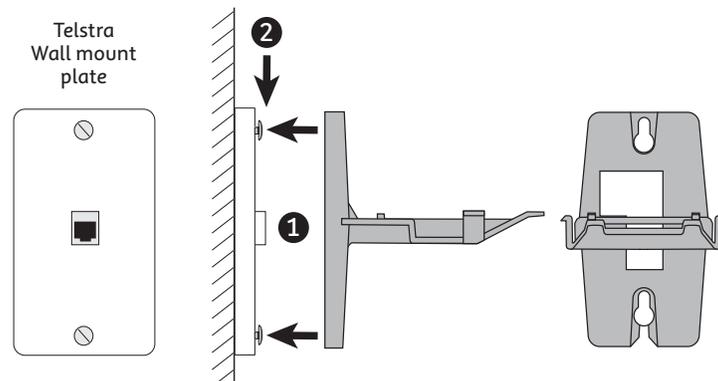
1. Place the wall mount bracket over the two retaining screws of your standard Telstra wall mount plate.
2. Slide the bracket downward into position.

Alternatively to wall mount the phone:

1. Using the template on page 75, drill two 3mm holes. Insert plastic plugs (optional) and partially screw the two screws into place. Ensure there is sufficient space allowed for mounting the phone before drilling holes.

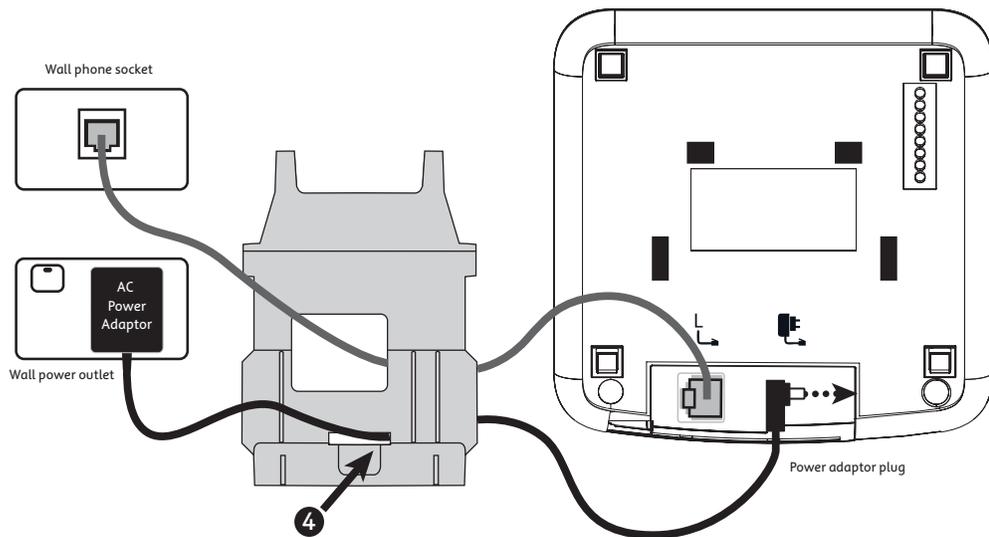
Caution: Ensure there is no risk of damaging any pipes or wiring that may be behind the wall.

2. Place the wall mount bracket over the two screws.
3. Slide the bracket downwards into position. Tighten the two screws to prevent the wall bracket from moving.



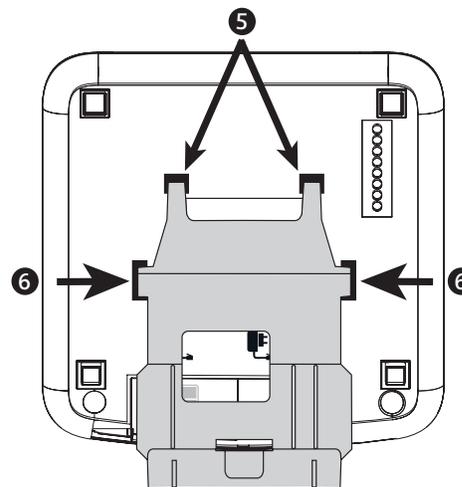
Getting started

4. Thread the power cord from the power supply through the L-shaped opening of the wall bracket and out through the bottom of the bracket. Now thread the line cord from the phone socket through the square opening of the bracket. Plug the power cord into the power socket and the line cord into the line socket of the telephone.



Getting started

5. Align the holes on the bottom of the telephone base with the lugs on the front of the wall bracket. Slide the telephone base downward on the bracket until you hear it click into place.

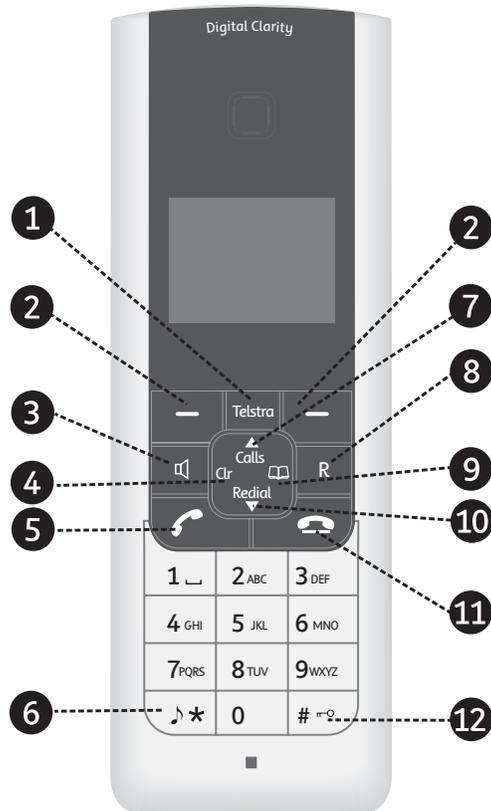


To remove the 7400/7400a from the wall mounting bracket

6. Gently press the release tabs and lift the base up and forward to remove the base from the bracket.
7. Disconnect the power and line cords.

Helpline

If you are having any difficulties setting up or using your Telstra 7400/7400a, please call TechHelp on 1300 369 193 or email: tcpsupport@ingrammicro.com.au



Handset buttons

1. Telstra Services

Press to access text messages, Calls lists, and Telstra services, page 34.

2. Option buttons

Press to select the options shown on the display above each button.

3. Handsfree

Press to switch calls to the loudspeaker, page 26.

4. Clr/Scroll left

During a call, press to switch mute on/off, page 25.

5. Talk

Press to make or receive calls, page 24.

6. * button

Press and *hold* to switch the handset ringer on and off, page 29.

When entering text, switches between upper and lower case letters.

7. Calls/Scroll up

From standby, press to open the calls list, page 32. During a call, press to increase the earpiece or speaker volume, page 25.

8. Recall

For use with PABX and some network features.

9. Phonebook/Scroll right

From standby, press to access the Phonebook, page 29

10. Redial/Scroll down

From standby, press to open the redial list, page 27. During a call, press to decrease the earpiece or speaker volume, page 25.

11. End call/Handset off

Press to end a call, page 24.

Press and *hold* to switch handset off, page 24.

Press to return to standby from a menu.

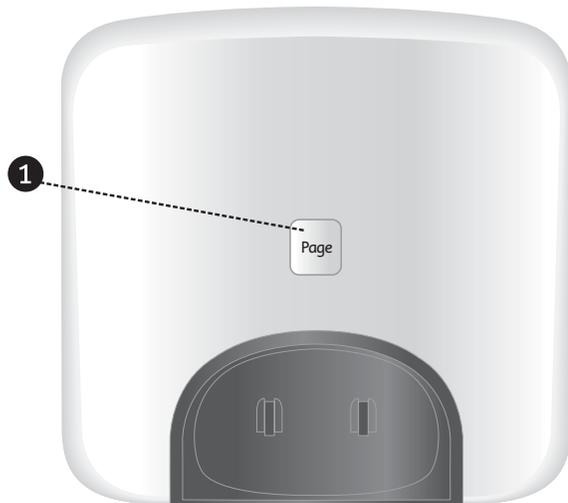
12. # Lock button

Press and *hold* to lock/unlock the keypad, page 28.

7400 base unit

1. Page button

Press to page the handset(s) page 28 and to start registration of additional handset page 62.



Charger unit

(For multiple pack users only)



Handset display icons



Handset name

Displayed in standby mode.

Date

Shows the date in day/month format.

Handset number

Displayed in standby mode.

Time

Shows the time in hours and minutes.



Range

Steady: Indicates good connection

Flashing: Connection to the base is poor or lost



Handsfree

The loudspeaker is switched on



In use

Steady: A call is in progress

Flashing: Incoming call



Handset ringer off

The handset will not ring



Mute

Mute switched on. Your caller cannot hear you.



Keypad lock on

The keypad is locked, only emergency (000) can be called.



Battery level

Steady: Shows current battery charge level

Scrolling: Handset battery is charging

Flashing: Battery charge is very low



Answer machine on

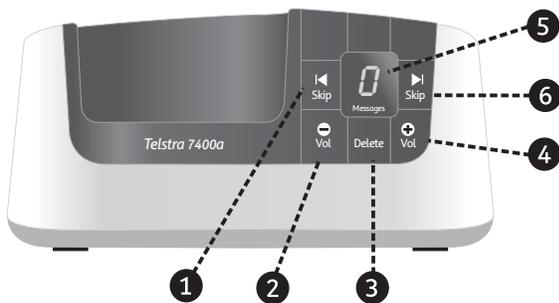
Shows the Answering Machine is ON (7400a Only)



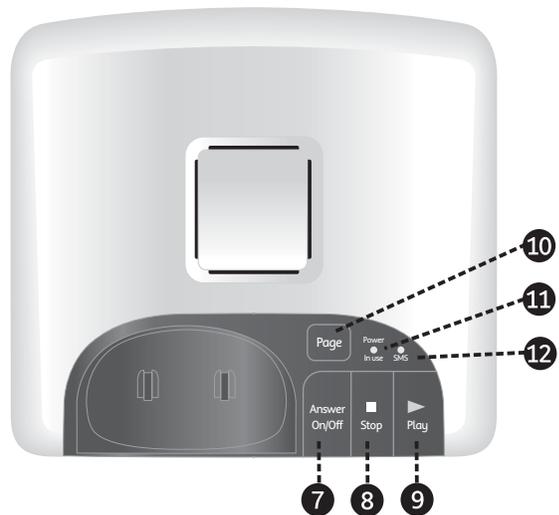
MessageBank® or Telstra Home Messages 101®

Indicates new message on MessageBank® or Telstra Home Messages 101®

7400a
Answering Machine -
Front View



7400a
Answering Machine -
Top View



7400a base unit

1 Skip < button

To skip back when listening to your messages, page 53.

2. Vol – button

To decrease the speaker volume, page 53.

3. Delete button

To delete messages received, page 53.

4. Vol + button

To increase the speaker volume, page 53.

5. Message indicator

Displays the number of message(s) in the answering machine.

6. Skip > button

To skip forward when listening to your messages, page 53.

7. Answer On/off button

To turn your answering machine on or off, page 52.

8. Stop button

Stops messages being played, page 53.

9. Play/Pause button

To playback or pause messages, page 52.

10. Page button

Press to page handset(s), page 28.

11. Power/In use indicator

On = Power on
Flashes when making or receiving a call (approx once every second)

12. Text message (SMS) indicator

Flashes when a text (SMS) has been received (approx once every second).

Press the  option button, then use the navigation buttons.

Navigating the menus

Your Telstra 7400 or 7400a has an easy to use menu system. Each menu leads to a list of options.

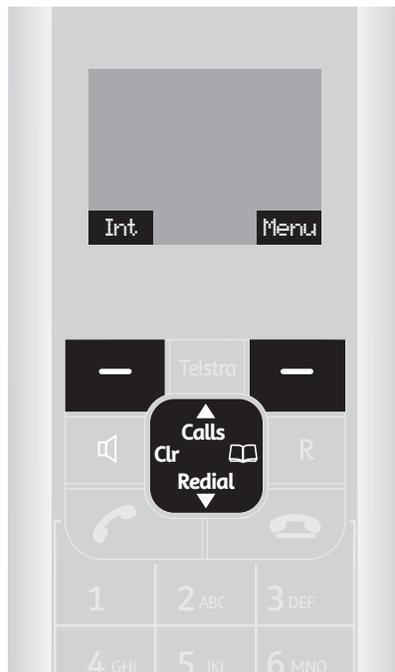
1. From the standby screen, press the  option button to open the main menu screen (*shown on the next page*), then use the navigation buttons to highlight the menu option you want. The currently selected menu is shown at the top of the screen, for example Phone Features
2. Press the **OK** option button to open the highlighted menu or **Back** to return to the previous screen.

Once you have opened a menu, press the  or  buttons to scroll through the options displayed.

Use the   buttons to select the options displayed on the screen.

To exit or go back to the previous screen, press , or press the **Back** option (*if available*).

Press  to return to standby. If no buttons are pressed for 30 seconds, the display will automatically revert to standby.



Handset menus

SMS messages

- Write message
- Inbox
- Outbox
- SMS settings

Phone Features

- SMS messages
- Calls list
- Phone Features
- Functions

Handset display

- Wallpaper
- Handset name
- Contrast
- Colour options
- Backlight

Handset tones

- Ringer
- Warning tones

Settings

- Setup handset
- Setup base
- MW Indication
- Date/Time
- Flash Times
- Register handset
- Deregister handset

Answering Machine (Telstra 7400a Only)

- Play Messages
- Delete all old
- Answer on/off
- Answer settings
- Record memo

Using the phone

Switch the handset power on/off

1. Press and hold  then press **Yes** to confirm or **No** to switch back on.
2. To switch handset back on, press and hold 

Make an external call

1. Press . The  icon is displayed. Dial the telephone number.

Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

Preparatory dialling

1. Enter the number first. If you make a mistake, press **Del** to delete the last digit. Press  to dial.

End a call

1. Press  or place the handset back on the base/charger.

Using the phone

Receive a call

When you receive a call, the phone rings and the  icon flashes in the display. If you have subscribed to your Telstra's Calling Number Display service, the caller's details will be displayed. See page 32 for more information.

1. If your handset is on the base, pick it up to answer the call.
Or, if your handset is off the base, press .

Auto answer

If auto answer set to ON you can just pick the handset up off the base to answer a call. If auto answer is set to OFF, you will need to press . Auto answer ON is the default setting.

Earpiece volume

During a call, you can adjust the volume of the earpiece.

1. Press  or  to increase or decrease the volume.
The display shows the volume level.

Mute

During a call, you can switch off the microphone so you can talk to someone nearby without your caller hearing.

1. During a call, press **CLEAR**. The  MUTE icon is displayed.
Your caller cannot hear you.
2. Press **CLEAR** again to resume your call.

Handsfree

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

Make a call handsfree

1. Enter the number then press . The  icon is displayed and you can hear your call being dialled over the loudspeaker.
2. Press  to end the call.

During a handsfree call, press  or  to change the volume

Answer a call handsfree

1. When the phone rings, press  to answer your call and put your caller on the loudspeaker.

Switch to handsfree during a call

1. Press  to toggle between the loudspeaker and the earpiece.
2. Press  to end the call.

Redial

The last 20 telephone numbers called are saved to a redial list.

You can then select any of the numbers to redial, delete or copy to the Phonebook.

Redial a number from the redial list

1. Press . The last number called is displayed.
2. Scroll  or  through the redial list to the number you want to redial.
3. Press  to dial.

If the number is stored in the Phonebook and a name/number match is found, the name will be displayed instead.

Copy a number from the redial list to the Phonebook

1. Press . Scroll  or  through the redial list to the number you want to copy.
2. Press **Opt** and scroll  to **Save to Phone** Press **OK**.
3. Enter the name then press **Save**.
4. Press  to return to standby.

If the Phonebook is already full, the display will show **Phone Book full**.
You will need to delete a number in the phonebook first, see page 31.

Delete a redial number

1. Press . Scroll  or  through the redial list to the number you want to delete.
2. Press **Opt**. **Delete entry** is highlighted.
3. Press **OK** then **Yes** to confirm.
4. Press  to return to standby.

Delete all redial numbers

1. Press .
2. Press **Opt** and scroll  to **Delete list**.
3. Press OK then Yes to confirm.
4. Press  to return to standby.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

The  LOCKED icon will be displayed while the keypad lock is ON.

To lock the keypad

1. Press and *hold* . The display shows **Keypad locked**.

To unlock the keypad

1. Press and *hold*  again. The display will return to standby.

Page handset

You can locate a missing handset by making it ring.

1. Press  on the base. All handsets registered to the base will ring.
2. Press  again to stop the ringing. Or, press any button on the handset.

Ringer on/off

1. To turn the handset ringer off, press and *hold* . The  icon will be displayed.
2. Press and *hold*  to turn the ringer on again.

Phonebook

You can store up to 100 entries in the Phonebook. Each entry contains a name and number. Names can be up to 15 characters long and numbers up to 24 digits.

Store an entry

1. Press  to open the Phonebook.
2. When storing the *first* entry: The display shows **EMPTY**. Press **Opt**. New entry is displayed. Press **OK**.
When storing *further* entries: The first entry is displayed. Press **Opt**. New entry is displayed. Press **OK**.
3. Enter the phone number and press **OK**.
4. Enter the name and press **Save**.

Entering names

When entering a name, the characters available for each key are displayed when the relevant button is pressed.

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

Press **8 TUV** once to enter T. Press **6 MNO** three times to enter O. Press **6 MNO** once to enter M.

Writing tips

Press **Del** to delete the last digit. Press **1 _** to enter a space. Press **↵*** to switch between upper and lower case letters and numbers. Use **0**, **1 _** and **# =o** to enter other punctuation characters.

Dial an entry

1. Press  and scroll  or  to the entry you want to dial.
Or to search alphabetically, press the relevant keypad button, e.g. for 'Tom', press 8 then scroll through the entries under T.
2. Press . The number is displayed and dialled.

Using the phone

Entering numbers

Make sure you enter the full telephone number including the dialling code if you subscribe to Telstra's Calling Number Display service and want the name of your caller displayed instead of the number.

To enter a pause within a telephone number when storing a directory entry, press and hold **0** and a **F** will be displayed.

Edit an entry

1. Press  and scroll  or  to the entry you want to edit.
2. Press **Opt**, scroll  to **Edit entry** and press **OK**.
3. Change the number, then press **OK**.
4. Change the name, then press **Save**.
5. Press  to return to standby.

Delete an entry

1. Press  and scroll  or  to the entry you want to delete.
2. Press **Opt**, scroll  to **Delete entry** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

Delete all entries

1. Press .
2. Press **Opt**, scroll  to **Delete all** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

Calls list

The Calls list contains the details of your last 30 unanswered calls. You can see the time and date of the call, dial numbers from the list, or copy them to the Phonebook. If a call is received when the Calls list is full, then the oldest entry will be deleted automatically.

The Calls list uses Calling Number Display information. If you have subscribed to Telstra's Calling Number Display service, you will be able to see your caller's details on your handset display (provided it is not withheld eg. blocked calls) prior to answering the call.

If your caller's name and number are stored in the Phonebook and a name/number match is found, you will see the caller's name on the display instead.

IMPORTANT

To use Calling Number Display and make the most of the Calls list feature you must first subscribe to Telstra's Calling Number Display service. For more details on Telstra's Phone Features, including Calling Number Display, call Telstra on 13 2200. To ensure that the caller's name is displayed, make sure you have stored the full number, including the area code in the Phonebook.

View new calls list entries

When you have new, unanswered calls in the Calls list the display will show **New calls** and the calls icon will appear above the **Telstra** button.

Press **Telstra** or  to open the calls list and view the new entries.

Dial from the calls list

1. From standby, press  to open the calls list. Use the  or  buttons to scroll through the entries.
2. Press . The number is displayed and dialled.

Calls list

View further call details

1. Press , scroll  or  to the entry you want to view and press **Opt**.
2. Scroll  to **Details** and press **OK**. The date and time of the call and the caller's number are displayed. Press **Back** to return the previous menu level.
3. Press  to return to standby.

Save entry to the directory

1. Press , scroll  or  to the entry you want to save and press **Opt**.
2. Scroll  to **Save to dir.** and press **OK**.
3. Enter a name and press **Save**. The entry is saved.
4. Press  to return to standby.

Delete a calls list entry

1. Press , scroll  or  to the entry you want to delete and press **Opt**.
2. **Delete entry** is highlighted. Press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

Delete entire calls list

1. Press  to open the calls list.
2. Scroll  to **Delete list** and press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press  to return to standby.

Telstra network services

You can use the Telstra network services menu or the  button to provide quick access to a range of pre-stored Telstra network features and also as an alternative way to access the SMS and Calls list menus.

IMPORTANT

If you are not connected to the Telstra network, some of these services may not be available. Please contact your network provider.

Open SMS menu

Press  then press **OK**. For full details on sending and receiving SMS text messages, see page 38.

Open calls list menu

Press , scroll  to **Calls list** and press **OK**. For full details on using the Calls list see page 32.

Phone Features

- MessageBank
- Call back off
- Feat.Assist
- Call immed. Off
- Call Wait On
- TecHelp
- Call Wait Off

To access a Phone Feature

1. Press , scroll to **Phone Features** and press **OK**.
2. Scroll to the desired feature and press . The feature will be automatically dialled.

For more information on these Telstra network services please contact Telstra on 13 22 00 or visit the web at www.telstra.com

Telstra network services

TecHelp Line

A dedicated support service for your Telstra cordless telephone.

1. Press , then scroll to **Phone Features** and press **OK**
2. Scroll to **TecHelp Line**, then press .

The TecHelp line will be automatically dialled.

The Telstra network feature list works the same way as the main name and number directory and can store up to 10 entries. If you prefer, you can delete the pre-stored entries and replace them with your own numbers. See below. New stored numbers can also be added to the end of the list.

Replace pre-stored numbers in the Phone Features menu

1. Press  (or press **Menu** then **OK**).
2. Scroll  to **Phone Features** and press **OK**.
3. Scroll  or  to the entry you want to replace and press **Opt**.
4. Display highlights **Edit entry**. Press **OK**.
5. Press **Del** to delete the number and use the keypad to enter the new number. Press **OK**.
6. Press **Del** to delete the name and use the keypad to enter the new name. Press **Save**.

MessageBank®

If you are a Telstra Home Messages 101® or MessageBank® user, its now even easier to retrieve your messages. Your Telstra 7400 or 7400a is programmed to access Telstra Home Messages 101® and MessageBank®

To retrieve a message from your message service

1. Press the  key
2. Scroll  to Phone Features and press **OK**
3. MessageBank should now appear highlighted, now press **OK**
4. Press  and follow the message service prompts.

Flashing Message Indicator (FMI)

The Telstra 7400/7400a is designed to provide visual indicator when a new message is left in your Telstra Home Messages 101® or MessageBank® service.

When a new message is left the text Message Waiting and the  icon will appear on the display.

After you have listened to your message(s), the text Message Waiting and the  icon will disappear.

Call Telstra on 132200 to have the free Flashing Message Indicator feature activated on your line.

Call Waiting⁵

Call Waiting lets you know if another person is trying to contact you while you are on a call. If a second caller rings you will hear a beep in the handset.

Answer a Call Waiting call

During a call, you hear the call waiting signal,

1. Press **Opt.**
2. Scroll  to CW Accept and press **OK**. Your first caller is put on hold and you are connected to your second caller.
3. Press **Switch** to toggle between the two callers.
4. Press  to hang up the current call.

Providing you have a Calling Number Display service, the screen will show the caller's details.

Text messaging (SMS)

SMS stands for Short Messaging Service

Subscribe to the Telstra Text Messaging (SMS) service

When you send your first text message from your Telstra 7400 or 7400a you will automatically be registered for the service. On receipt of your first text message through the service, the system will send you a welcome text message.

Calling Number Display 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 Number Display and attempt to send text messages, your text message will not get through. Customers can call Telstra's text messaging service on 0198 339 999 and use the prompts to turn off Silent Line and Calling Number Display blocking for text messages only.

Send/save text messages

1. Press **Menu**, scroll  to **SMS messages** menu and press **OK**.
2. **Write message** is highlighted. Press **OK**.
3. The display shows **Enter message**. Begin typing your message using the keypad. When you have finished press **OK**.
4. The display shows **Number:** Enter the phone number you want to send the message to and press **OK**.

Text messaging (SMS)

Alternatively:

Press **Opt** to send to a number in the calls list or redial list.

Or, press  to send to a number in stored in the directory.

5. **Send message** is highlighted. Press **OK** to send the message.

Or, scroll  to **Save message** and press **OK** to save the message in the outbox for sending later (see page 41).

Receiving and reading text messages

When you receive new text messages, you will hear the message alert beep and the display will show **New message**.

Also, when you have new messages the message icon will appear above the  button. Pressing the  button will take you directly to the inbox where you can read your new messages.

Alternatively:

1. Press **Menu**, scroll  to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** and press **OK**.
3. Scroll  or , if required, to the message you want to read first and press **Read**.
4. Press **Back** to return to the inbox.

Entering text

Use the keypad to enter characters.

When you press a button on the keypad, the characters available are shown at the bottom of the display. Press the button repeatedly to move through the characters shown.

For example, press  twice to enter b.

Press  once to enter t. If the next character you want to enter is on the same button, wait for the cursor to move right.

Writing tips

If you make a mistake, use  or  to move left and right through the message and press **Del** to delete characters.

Press  to enter a space.

Press  to switch between upper and lower case letters and numbers.

Use ,  and  to enter other punctuation characters.

If you have more than one handset, all handsets use the same inbox and outbox.

Reply to a text message

1. When reading a text message, press **Opt**.
2. **RePly** is highlighted. Press **OK**.
3. To use the sender's message in your reply, press **Yes**. Or, press **No** to start with a blank message.
4. Enter your message and press **Send**.

If you include the sender's message, the text will be inserted at the beginning of your message. You can then edit it as normal.

Delete a text message

1. Press **Menu**, scroll  to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** or **Outbox** and press **OK**.
3. Scroll  or  to the message you want to delete and press **Opt**.
4. Scroll  to **Delete message** and press **OK**.
5. Press **Yes** to confirm or **No** to cancel.

Call the sender's phone number

1. Press **Menu**, scroll  to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** and press **OK**.
3. Scroll  or  to the message you want and press **Opt**.
4. Scroll  to **Call number** and press **OK**.

Save the sender's number in the directory

1. Press **Menu**, scroll  to **SMS messages** menu and press **OK**.
2. Scroll  to **Inbox** and press **OK**.
3. Scroll  to the message you want and press **Opt**.
4. Scroll  to **Save to dir.** and press **OK**.
5. Enter the name and press **Save**.
6. Press  to return to standby.

Send/edit/delete text messages in the outbox

1. Press **Menu**, scroll  to **SMS messages** menu and press **OK**.
2. Scroll  to **Outbox** and press **OK**.
3. Scroll  to the message you want.
4. Press **Read** to read the message or press **Opt** and scroll or

Messages in the outbox are labelled according to their status. *For example, Saved message* indicates a

saved message or Message failed which indicates a message that failed to be sent to choose from:

Send message - Press **OK** to view the phone number, then either **OK** to send or **Del** to edit.

Edit message - Press **OK** to edit the message and phone number.

Delete message - Press **OK**, then **Yes** to confirm or **No** to cancel.

Message alert beep on/off

When you have new messages, your handset will beep.

The default setting is on. You can switch the setting off.

1. Press **Menu**, scroll  to SMS messages menu and press **OK**.

2. Scroll  to SMS settings and press **OK**.

3. Scroll  to New message alert and press **OK**.

4. Scroll  to select On or Off. Press **OK**.

5. Press  to return to standby.

Press  to exit the menu and return to standby at any time.

SMS Service Centre numbers

To send and receive SMS text messages you need the telephone number of the Telstra SMS Service Centre. 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 SMS Service number is: **01983391**.

The Receive SMS Service number is: **01983391**.

Adding or changing SMS Service Centre numbers

Your Telstra 7400 or 7400a includes separate pre-set SMS Service Centre numbers for sending and receiving text messages.

1. Press **Menu**, scroll  to SMS messages menu and press **OK**.

2. Scroll  to SMS settings and press **OK**.

3. Service centre is highlighted. Press **OK**.

4. Scroll  to select the centre you want and press **OK**.

5. Enter the service centre number you want and press **OK**.

6. Press  to return to standby.

Select a Send Service Centre number

If you have entered additional Service Centre numbers, you can choose which send Service centre you want to use. Your Telstra 7400 or 7400a is pre-set to send using Service Centre 1 and receive using Service Centre 2.

1. Press **Menu**, scroll  to SMS messages menu and press **OK**.

2. Scroll  to SMS settings and press **OK**.

3. Scroll  to Send service. Press **OK**.

4. Scroll  to the service centre you want and press **OK**.

5. Press  to return to standby.

Handset settings

Handset display

Set wallpaper

Choose from 8 different wallpaper patterns for your handset display, or remove the wallpaper.

1. Press **Menu**. Scroll  to Handset display menu and press **OK**.
2. Wallpaper is highlighted. Press **OK**.
3. Scroll  through the options and press **OK** to confirm.
4. Press  to return to standby.

Handset name

You can give your handset a personalised name if you are using more than one handset.

1. Press **Menu**. Scroll  to Handset display menu and press **OK**.
2. Scroll  to Handset name and press **OK**.
3. Press **Del** to delete the current name. Then enter a new name using the keypad and press **Save**.
4. Press  to return to standby.

The maximum number of characters is 13.

Handset settings

Display contrast

1. Press **Menu**. Scroll  to Handset display menu and press **OK**.
2. Scroll  to Contrast and press **OK**.
3. Press  or  to select the contrast level you want, then press **OK**.
4. Press  to return to standby.

Menu colour

1. Press **Menu**. Scroll  to Handset display menu and press **OK**.
2. Scroll  to Colour options and press **OK**.
3. Press  or  to select the colour you want: blue, pink, green, yellow, purple or amber. Then press **OK**.
4. Press  to return to standby.

Backlight

Select between Always Off, Always On or On for 10 Minutes.

1. Press **Menu**. Scroll  to Handset display menu and press **OK**.
2. Scroll  to Backlight and press **OK**.
3. Press  or  to the setting you want, then press **OK**.
4. Press  to return to standby.

Handset tones

Ringer melody

1. Press **Menu**. Scroll  to Handset tones menu and press **OK**.
2. Ringer is highlighted. Press **OK**.
3. Scroll  to Ring melody and press **OK**. The first ringer melody is displayed and a sample played.
4. Scroll  or  through the melody options and press **OK** to select the melody you want.
5. Press  to return to standby.

Ringer volume

1. Press **Menu**. Scroll  to Handset tones menu and press **OK**.
2. Ringer is highlighted. Press **OK**.
3. Press **OK** again to select Ring volume.
4. Scroll  or  to the ringer volume you want and press **OK**.
5. Press  to return to standby.

There are 14 handset ringer melodies. You will hear a sample ring on each button press. There are 5 volume levels and Off.

Warning tones

Key beeps

Every time you press a button on your Telstra 7400 you hear a beep. You can switch these beeps off.

1. Press **Menu**. Scroll  to Handset tones menu and press **OK**.

2. Scroll  to Warning tones and press **OK**. Press **OK** again to select Key beep.
3. Scroll  or  to highlight On or Off, then press **OK** to select the option highlighted.
4. Press  to return to standby.

Battery low

When your battery needs recharging, you will hear a regular beep.

1. Press **Menu**. Scroll  to Handset tones menu and press **OK**.
2. Scroll  to Warning tones and press **OK**.
3. Scroll  to Battery low and press **OK**.
4. Scroll  or  to highlight On or Off, then press **OK** to select the option highlighted.
5. Press  to return to standby.

Default setting is ON.

If you switch the handset key tones off, you will not hear any confirmation tones when altering settings. Default setting is ON.

Out of range warning

A warning beep will sound when the handset signal is moved out of range.

1. Press **Menu**. Scroll  to Handset tones menu and press **OK**.
2. Scroll  to Warning tones and press **OK**.
3. Scroll  to Out of range and press **OK**.
4. Scroll  to highlight On or Off, then press **OK** to select the option highlighted.
5. Press  to return to standby.

Auto answer

With Auto answer switched on, you can answer calls by lifting the handset from the base or charger.

With Auto answer off, you will always have to press  to answer a call.

1. Press **Menu**. Scroll  to Settings menu and press **OK**.
2. Setup handset is highlighted. Press **OK**.
3. Scroll  to Auto answer and press **OK**.
4. Scroll  to highlight On or Off, then press **OK**.
5. Press  to return to standby.

Reset settings

This will restore your handset settings to the original, factory defaults.

1. Press **Menu**. Scroll  to Settings menu and press **OK**.
2. Setup handset is highlighted. Press **OK**.
3. Scroll  to Reset settings and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Press  to return to standby.

WARNING

If you reset your handset, you will lose all directory and calls list entries as well as all SMS text messages.

Base settings

Ringer volume

1. Press **Menu**. Scroll  to Settings menu and press **OK**.
2. Setup base is highlighted. Press **OK**.
3. Ringer is highlighted. Press **OK**.
4. Ringer volume is highlighted. Press **OK**.
5. Scroll  or  to the volume level or off, then press **OK**.
6. Press  to return to standby.

Ringer melody

1. Press **Menu**. Scroll  to Settings menu and press **OK**.
2. Setup base is highlighted. Press **OK**.
3. Ringer is highlighted. Press **OK**.
4. Scroll  to Ringer melody and press **OK**.
5. Scroll  to the melody you want and press **OK**.
6. Press  to return to standby.

There are 5 volume levels and Off. There are 5 base ringer melodies. You will hear a sample as each melody is highlighted.

PABX access

If your Telstra 7400 or 7400a is connected to a PABX, you may need to enter an access code (e.g. 9) to get an outside line. You can store the access code in the base so that all handsets registered to your Telstra 7400 will dial the access code automatically before each number.

1. Press **Menu**. Scroll  to **Settings** menu and press **OK**.
2. **Setup base** is highlighted. Press **OK**.
3. Scroll  to **PBX access** and press **OK**.
4. Enter the access number and press **OK**.
5. Press  to return to standby.

The access code only applies when you dial using the keypad. It will not be automatically dialed when using the directory, therefore it is recommended that you enter the PABX access code at the start of all directory entries.

Change PIN

Your Telstra 7400 has a security PIN code which you will need to enter when changing some of the base settings. The default setting is 0000. You may want to change this to prevent unauthorised changes to your settings.

1. Press **Menu**. Scroll  to **Settings** menu and press **OK**.
2. **Setup base** is highlighted. Press **OK**.
3. Scroll  to **Change PIN** and press **OK**.
4. Enter the current 4 digit PIN code and press **OK**.
5. Enter the new 4 digit code you want and press **OK**.
6. Enter the new code again and press **OK**.
7. Press  to return to standby.

If you change your PIN, please keep a note of it somewhere safe. There is a space on page 74 where you can write it down. For security when you enter each digit of the PIN code it will be displayed as an *.

Reset settings

This will reset your Telstra 7400 to its original settings.

1. Press **Menu**. Scroll  to **Settings** menu and press **OK**.
2. **Setup base** is highlighted. Press **OK**.
3. Scroll  to **Reset settings** and press **OK**.
4. Press **Yes** to confirm or **No** to cancel.
5. Enter the PIN number (default = 0000) and press **OK**.
6. Press  to return to standby.

WARNING

You will lose entries stored in the phonebook, calls list and redial list. Ringer melody and volume will also return to default settings.

If you have subscribed to Telstra's Calling Number Display service, the date and time will be automatically set when you receive your first call.

Set the date and time

1. Press **Menu**. Scroll  to **Settings** menu and press **OK**.
2. Scroll  to **Date/Time** and press **OK**.
3. Enter the date using the format (DD/MM/YY) and press **OK**.
4. Enter the time using the format (HH/MM) and press **OK**.
5. Press  to return to standby.

Using the answering machine (7400a only)

You can operate your Telstra 7400a answering machine from:

- the base
- the handset
- remotely from any external Touchtone™ telephone.

The default setting for the answering machine is On. Until you change your outgoing message, your callers will be greeted with the pre-recorded message, “Hello, your call cannot be taken at the moment, so please leave your message after the tone”.

Your answering machine is designed to answer calls after 15 rings when it is switched off. This is to enable you to operate the remote access functions of your answering machine in the event your answering machine is switched off.

Date and time

An announcement of date and time of recording will be added automatically to each message and memo. When playing back messages at the handset, the date and time of the message is displayed on the screen. If you subscribe to Telstra’s Calling Number Display service, the date and time are set automatically when your Telstra 7400a receives its first call, but you may also need to set the year using a handset, see page 51.

Operating the answering machine from the base

Switch on/off

1. Press  .

Using the answering machine (7400a only)

Playing messages

1. Press  .

During playback:

-  – press once to repeat current message, twice to play previous message.
-  – press to play next message.
-  – press to delete current message.
-  – press to stop playback.

Adjust volume

Press  or  to increase or decrease the volume.

During operation via the handset, you will hear prompts that guide you through each step.

Operating the answering machine from the handset

You can use any registered Telstra 7400a handset to switch your answering machine on and off, hear your messages and adjust the answering machine settings.

Switch on/off

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer on/off and press **OK**.
3. Scroll  or  to select On or Off and press **OK**.
4. Press  to return to standby.

Outgoing messages

This is the message your callers hear when the answering machine picks up their call. Your Telstra 7400a comes with two pre-recorded outgoing messages to choose from.

Answer & Record

This invites your caller to leave a message. The pre-recorded message is, *“Hello, your call cannot be taken at the moment, so please leave your message after the tone”*.

Answer Only

This does not allow your caller to leave a message. The pre-recorded message is, *“Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later”*.

Record your own outgoing message

An **Answer & Record** message can be up to 2 minutes long. An **Answer Only** message can be any length depending on the amount of recording memory available.

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Scroll  or  to Outgoing message and press **OK**.
4. Record OGM is highlighted. Press **OK**.
5. Scroll  or  to highlight Answer & record or Answer only press **OK**.

To set your answering machine to Answer & Record or Answer Only, see Set answer mode, page 56 .

6. Speak your message after the announcement.

7. To stop recording, press **Save**. Your message is played back. Press **Save** to stop playback.
8. Press  to return to standby.

Play outgoing message

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Scroll  or  to Outgoing message and press **OK**.
4. Scroll  to Play OGM. Press **OK**.
5. Scroll  or  to highlight Answer & record or Answer only press **OK**.
6. Press  to return to standby.

Reinstate pre-recorded outgoing message

This will delete your own recorded outgoing message.

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Scroll  or  to Outgoing message and press **OK**.
4. Scroll  to Play OGM. Press **OK**.
5. Scroll  or  to highlight Answer & record or Answer only press **OK**.
6. The message is played. During playback, press **Del**. The prerecorded message is re-instated and played.
7. Press  to return to standby.

Set answer mode

Set your machine to Answer & Record or Answer Only.

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Answer mode is highlighted, press **OK**.
4. Scroll  or  to highlight Answer & record or Answer only press **OK**.
5. Press  to return to standby.

Set answer delay

Answer delay sets the number of rings before your Telstra 7400a answering machine picks up a call. The default setting is 6 rings. You can select an answer delay of 2, 4, 6, 8 rings or Time Saver.

Time Saver can save you the cost of a call when you want to ring in to find out if you have new messages. Your answering machine answers after 2 rings if you have new messages. If you have no new messages, it will answer after 6 rings which gives you the opportunity to hang up and save the cost of a call.

Set and check answer delay

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Scroll  or  to Answer delay and press **OK**.
4. The current setting is highlighted. Scroll  or  to select the number of rings or time saver.
5. Press **OK** to confirm.
6. Press  to return to standby.

Recording time

You can set the maximum length of each message to 30, 60, 120 seconds or unlimited. The default setting is 60 seconds.

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Answer settings and press **OK**.
3. Scroll  or  to Recording time and press **OK**.
4. The current setting is highlighted. Scroll  or  to select the recording time you want and press **OK**.
5. Press  to return to standby.

Playing messages

During playback, you can repeat, delete and skip back to previous messages or forward to the next message.

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Play messages is highlighted, press **OK**.

Your messages are played and details of each message are displayed.

During playback:

Stop/Play press 

Repeat current message press 

Play previous message press  twice

Delete current message press 

Skip forward to next message press 

3. Press  to stop and return to standby.

Delete all old messages

You can only delete messages that have been played. Any new, unplayed, messages will not be deleted

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to delete all old and press **OK**.
3. Press **Yes** to confirm.
4. Press  to return to standby.

Record a memo

You can record a message for other users. It is stored and played back just like a normal message.

1. Press **Menu** scroll  to Answer machine menu and press **OK**.
2. Scroll  or  to Record memo and press **OK**.
Recording is displayed and you can begin recording your memo.
3. Press **Save** to end recording. Your recording will be played back.
4. Press **Save** to keep the memo or **Del** to delete.
5. Press  to return to standby.

Call screening

You can listen while your answering machine takes a call via the handset or the base speaker. This lets you identify the caller and decide whether to take the call yourself.

1. When the answering machine takes a call it can be heard through the base speaker. Alternatively press **Scr** on a handset to hear your caller leaving their message.
2. To speak to your caller, press , or . Recording stops automatically.

Memory full

If a caller is leaving a message when the memory becomes full your machine will announce, “Memory full thank you for calling” and hang up. The machine will also automatically set to **Answer Only**, the base indicator will flash F and the handset display will show Answer machine full. You must delete messages before you can receive any new ones.

Remote access

Security PIN

You can operate your answering machine from any tone phone by calling your Telstra 7400a and entering a 4-digit security code. The pre-set code is 0000. You can change this to help prevent unauthorised callers from listening to your messages.

Set/change remote access security PIN

1. Press **Menu** scroll  to **Answer machine menu** and press **OK**.
2. Scroll  or  to **Answer settings** and press **OK**.
3. Scroll  or  to **Security PIN** and press **OK**.
4. Enter the current 4 digit PIN (default setting = 0000) and press **OK**.
5. Enter the new PIN and press **OK**.
6. Enter the new PIN again and press **OK**.
7. Press  to return to standby.

Operating your answering machine from another phone.

1. Dial your phone number. When you hear your outgoing message, press the  button. You will hear, "Please enter your security code."
2. Enter your 4-digit PIN. If you have new messages, your machine announces, "You have (x) new messages", and they are played back. Or you will hear, "You have no new messages, to hear main menu press 1."

3. Use the buttons on the phone to operate the answering machine:

-  - hear main menu
-  - play all messages
-  - play new messages only
-  - *once* to repeat the message, *twice* to play previous message
-  - delete the current message
-  - skip forward to the next message
-  - set answer mode, follow voice prompts
-  - play outgoing message
-  - record a new outgoing message, follow voice prompts
-  - switch answering machine on/off

If you don't give any instructions for 8 seconds, your Telstra 7400a will hang up.

Switch answering machine on remotely

If you forget to switch on your answering machine, you can do it from another phone.

1. Dial your phone number and let it ring. After 15 rings, your answering machine will switch on.
2. You will hear, "Please enter your security code."
3. Enter your 4-digit PIN. If you have new messages, your machine announces "You have (x) new messages", and they are played back. Or you will hear "You have no new messages, to hear main menu press 1."
4. Enter  to switch on the answering machine

Additional handsets and bases

Up to 5 handsets can be registered and operated from a Telstra 7400 base. This allows you to hold internal calls even while another handset is making an external call. Each handset can be registered to up to four bases.

Registering additional handset

If you buy new handsets to use with your Telstra 7400 they will have to be registered with the base before you can use them. You can register up to 5 GAP compatible handsets to one Telstra 7400 base.

At the handset:

1. Press **Menu** scroll  to **Settings** menu and press **OK**.
2. Scroll  or  to **Register handset** and press **OK**.
3. Scroll  or  to select the base you want to register to and press **OK**.
4. Enter the PIN number of the base and press **OK**. The display shows **Search base**.

At the base:

Press and *hold* the button  for about 10 seconds until the base beeps.

When the base is found, the handset is automatically assigned the next available number.

If you have purchased a TELSTRA 7400 or 7400a multi-pack, your additional handsets are already registered. The default base PIN is 0000. For increased security, digits entered will appear as *.

Additional handsets and bases

Additional handsets and bases

The base currently in use is highlighted with an *. The default base PIN is 0000.
For increased security, digits entered will appear as *

Select a base

If your handset is registered to more than one base, you can choose the base you want to use.

1. Press **Menu** scroll  to **Settings** menu and press **OK**.
2. **Setup handset** is highlighted, press **OK**.
3. Scroll  to **Base selection** and press **OK**.
4. All bases the handset is registered to are listed. Scroll  or  to the base you want and press **OK**.
5. Press  to return to standby.

Deregister handset

1. Press **Menu** scroll  to **Settings** menu and press **OK**.
2. Scroll  or  to **Deregister handset** and press **OK**.
3. Enter the base PIN and press **OK**.
4. Scroll  or  to select handset you want to de-register.
The handset you are using is indicated. Press **OK**.
5. Press **Yes** to confirm or **No** to cancel.

Internal calls

If you have more than handset registered to your base, you can make internal calls and transfer calls between handsets.

Call another handset

1. Press  Int. Display shows available handsets.
2. Scroll  or  to the handset you want to call and press OK.
3. Press  to end the call.

Transfer a call to another handset

1. During an external call, press  Int. Your caller is put on hold.
2. Scroll  or  to select the handset you want to transfer the call to and press **OK**.
3. When the other handset answers, you can announce the caller. Press **Switch** to transfer the call.

Conference call

1. During an external call, press  Int. Your caller is put on hold.
2. Scroll  or  to select the handset you want to invite and press **OK**.
3. When the other handset answers press **Conf** to begin the 3-way conference call.
Press **Switch** to talk to each caller separately.
4. Press  to end the call.

Help

Many common problems are caused by the telephone and power cables being incorrectly connected, or the power being switched off. Please check that your Telstra 7400 or 7400a has been correctly set up, see page 8, before contacting the helpdesk.

Customer Helpdesk

If you are still experiencing difficulties please call TechHelp on 1300 369 193 or email tcpsupport@ingrammicro.com.au

Phone does not work

- Have you installed the batteries correctly? See page 9.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.
- Check that the telephone line is working correctly and that you have a dial tone. Try disconnecting the line cord, then reconnect it and try again.

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

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

Handset does not ring

- The ringer volume may be switched off, see page 29.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 62.

No display

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



icon flashes

- Is the handset registered correctly to the base, see page 62.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.



icon flashes

- The batteries are low, place the handset on the base/charger to recharge.



icon not scrolling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your Telstra 7400 or 7400a base may be on the line.

No Calling Number Display/name displayed

- Have you subscribed to Telstra's Calling Number Display service?
- The caller may have withheld their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your Telstra 7400 or 7400a base and you can register your Telstra 7400 or 7400a handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your Telstra 7400 or 7400a can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra 7400 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.
- If you have an ADSL internet service ensure that the correct filter for a Digital DECT cordless telephone is installed to prevent interference from the telephone line.

Possible problems with text messaging

Text messages cannot be sent and screen displays Message Sending Failed

- The base station power supply or telephone line cord might not be properly connected.
- Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See page 43 for instructions on how to enter the number.

Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.
- If you are using personal user areas please ensure you have given people your user area number and that they are entering it to the end of your telephone number when sending you a text message.

General 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.

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.

1. Push the battery compartment cover in the direction the arrow shows and lift off.
2. Take out the old batteries and replace with 2 new AAA NiMH batteries.
3. Push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 750mAh.

Spare rechargeable batteries can be purchased from TechHelp on 1300 369 193.

WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. Telstra accepts no responsibility for damage caused to your Telstra 7400 or 7400a by using any other types of batteries.

Connecting to a PABX

PABX compatibility

This product is intended for use for connection to the public telephone network and compatible PABX, which support tone dialling and timed break recall. If in doubt please consult your PABX service provider.

Safety

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

General information

- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries can be purchased from TechHelp 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 Helpdesk on 1300 369 193 for all repairs.
- If the keypad lock is switched on, it is possible to make calls to the emergency numbers (000).
- 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.

- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- 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 toxic chemicals.

Cleaning

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

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged 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 surfaces.
- 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.
- We recommend that you unplug the power and telephone line cord during an electrical storm as there is a slight chance your phone could be damaged by such storm.

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Telstra 7400 has a REN of 1. A total REN of 4 is allowed. If the total REN of 3 is exceeded, the telephones may not ring. Any additional handsets and chargers that you register have a REN of 0.

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 TechHelp 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 TechHelp 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.

Customer service & Product warranty

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.

Enter your base PIN here:

(See page 50 for more information)

Wall mounting template

Wall mounted spacing

Ensure there is sufficient space allowed for mounting the phone before drilling holes.

See page 13 and follow mounting instructions.

Caution: Ensure there is no risk of damaging any pipes or wiring that may be behind the wall.



**Drill two holes 3 mm
in diameter.
100 mm apart**

© COPYRIGHT 2007 Telstra Corporation Limited

This work is copyright. All rights reserved. Other than for purposes and subject to conditions prescribed under the Copyright Act, no part of it may in any form or by any means (electronic, mechanical, photo copying, microcopying, scanning, recording or otherwise) be reproduced, stored in a retrieval system or transmitted without prior permission from Telstra Corporation Limited ABN 33 051 775 556.

™ Trade Mark of Telstra Corporation Limited

® Registered Trade Mark of Telstra Corporation Limited

www.telstra.com

Telstra