



# Telstra 8100

Cordless telephone

User Guide

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



# Introduction

## To your Telstra 8100 Digital Cordless Telephone

- Phonebook - lets you store up to 20 names and numbers for easy dialling.
- Calling Number Display\* - lets you see who's calling. Your phone stores details of the last 10 callers in the Calls list.

\*IMPORTANT You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Missed and Received Calls logs. See page 30 for more details.

**IMPORTANT**  
**This equipment requires electricity to work. You will not**

**be able to make any telephone calls when the power fails. Alternative arrangements should be made to access emergency services in times of power failure.**

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 8100 provides:

- Digital clarity
- Digital range
- Digital security

This product has been designed and tested for Australian conditions for use with Telstra's network. For product support refer to Section 11.

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

Some Telstra services such as MessageBank® and Calling Number Display may attract feature and usage charges. Please visit [Telstra.com](http://Telstra.com) for details.

### Need help?

SHOULD YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR TELSTRA PRODUCT, PLEASE CONTACT THE TECHHELP INFORMATION LINE 1300 369 193, OR CONTACT US BY E-MAIL AT: [tcpsupport@ingrammicro.com.au](mailto:tcpsupport@ingrammicro.com.au). You may also find assistance in the

Help section at the end of this user guide.

### Hearing aid?

Please note that the Telstra 8100 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

### Got everything?

The package contains the following items:

- Telstra 8100 handset
- Telstra 8100 base unit
- AC power adapter
- Telephone line cord
- Telephone adaptor plug
- 2 rechargeable batteries
- 1 User manual

## In this guide

<b>1</b>	<b>Important safety instructions</b>	<b>8</b>	<b>4</b>	<b>Using your phone</b>	<b>18</b>
			4.1	Make a call	18
			4.1.1	Preparatory dialling	18
<b>2</b>	<b>Installing your phone</b>	<b>10</b>	4.1.2	Direct dialling	18
2.1	Connecting the base	10	4.1.3	Call from the phonebook	18
2.2	Installing and charging the batteries	10	4.1.4	Call from the call list	18
			4.1.5	Call from the redial list	19
<b>3</b>	<b>Getting to know your phone</b>	<b>11</b>	4.1.6	Call timer	19
3.1	Overview of the handset	11	4.2	Answer a call	19
3.2	Base overview	13	4.3	End a call	19
3.3	Display icons and symbols	14	4.4	Adjust earpiece volume	19
3.4	Menu structure	15	4.5	Mute a call	20
3.5	Text and digit entry table	16	4.6	To turn the ringer off	20
3.5.1	Character set	17	4.7	Turn on the keypad lock	20
			4.8	Redial the last number	20

## In this guide

4.8.1	Redial a number from the redial list	21	<b>5</b>	<b>Phonebook</b>	<b>26</b>
4.8.2	Store a redial number into the phonebook	21	5.1	Add a new phonebook entry	26
4.8.3	Delete a redial number	22	5.2	Search a phonebook entry	26
4.8.4	Delete the entire redial list	22	5.3	View a phonebook entry	27
4.9	Find the handset	22	5.4	Edit a phonebook entry	27
4.10	Using multiple handsets	22	5.5	Delete a phonebook entry	28
4.10.1	Intercom with another handset	23	5.6	Delete the entire phonebook	28
4.10.2	Call all handsets	23	5.7	Check the phonebook usage	29
4.10.3	Transfer an external call to another handset	24			
4.10.4	Make a 3-way conference call	24			

**In this guide**

<b>6</b>	<b>Calling Number Display</b>	<b>30</b>	7.3	3-Way Chat	33
6.1	View the call list	30	7.3.1	How to use 3-Way Chat	33
6.2	Store a call list number into the phonebook	31	<b>8</b>	<b>Phone settings</b>	<b>34</b>
6.3	Delete an entry in the call list	31	8.1	Date and time settings	34
6.4	Delete the entire list of the call list	31	8.1.1	Change the date format	34
6.5	View the details of the call list entry	31	8.1.2	Change the time format	35
<b>7</b>	<b>Flashing Message Indicator</b>	<b>32</b>	8.1.3	Set the time	35
7.1	Telstra Home Messages 101®	32	8.1.4	Set the date	35
7.2	Using Call Waiting	32	8.2	Alarm settings	35
7.2.1	To answer an incoming call whilst you are on the phone	33	8.2.1	Turn on/off the alarm	36
			8.2.2	Set the alarm time (if the alarm is set to be on)	37
			8.3	Handset settings	37
			8.3.1	Set the ringer melody for internal calls	37
			8.3.2	Set the ringer melody for external calls	38

**In this guide**

8.3.3	Set the ringer volume	38	<b>9</b>	<b>Help</b>	<b>43</b>
8.3.4	Set alert tones	39	<b>10</b>	<b>General Information</b>	<b>45</b>
8.3.5	Rename the handset	39	10.1	Replacing the handset batteries	45
8.3.6	Choose the information to be displayed in idle	39	10.2	Safety	45
8.3.7	Set the auto answer	40	10.3	Cleaning	46
8.4	Base settings	40	10.4	Environmental	46
8.4.1	Change the Recall time	40	10.5	Telstra accessories and replacement items	47
8.4.2	Change the system pin code	40	10.6	How many telephones can you have?	47
8.5	Registration	41	<b>11</b>	<b>Product warranty &amp; Customer service</b>	<b>48</b>
8.5.1	De-register a handset	42			
8.6	Reset your phone	42			

# 1 Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- 1 Read and understand all the instructions.
- 2 Follow all warnings and instructions marked on the product.
- 3 Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 4 Do not use this product near water (for example, near a bath tub, kitchen sink, swimming pool).
- 5 Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
- 6 Unplug this product from the wall outlet and contact TechHelp on 1300 369 193 under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If the product does not operate normally by following the operating instructions.
  - If the product has been dropped and the outer casing has been damaged.
  - If the product exhibits a distinct change in performance.

## Important safety instructions

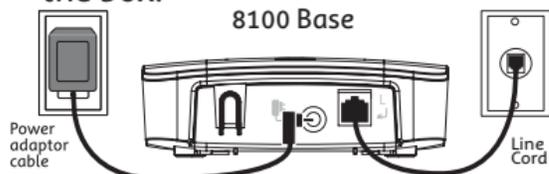
---

- 7 Avoid using a telephone (other than a cordless handset) during an electrical storm. There may be a remote risk of electric shock from lightning.
- 8 Do not use the telephone to report a gas leak in the vicinity of the leak.
- 9 Use only the supplied NiMH (Nickel Metal Hydride) batteries. The operation periods for the handsets are only applicable with the default battery capacities
- 10 The use of other battery types or non-rechargeable batteries/primary cells can be dangerous. These may cause interference and/or unit damages. The manufacturer will not be held liable for damage arising from such non-compliance.
- 11 Use only the AC power adaptors supplied with this product. Please contact TechHelp on 1300 369 193 for replacement adaptors.
- 12 Please note the correct polarity while inserting the batteries.
- 13 Do not immerse batteries in water, do not place in fire.

## 2 Installing your phone

### 2.1 Connecting the base

- 1 Plug the power supply  and line cord  into the base.
- 2 Plug the power supply and line cord into the respective wall sockets.
- 3 Always use the cables provided in the box.

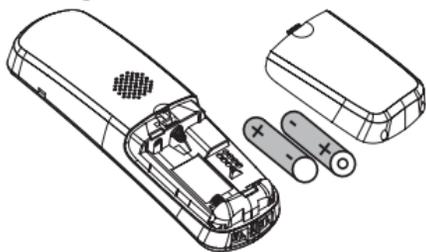


### 2.2 Installing & charging the batteries

- 1 Slide open the battery compartment cover.

- 2 Place the 2 batteries as indicated. Note the polarity of the batteries.
- 3 Slide the battery compartment cover back until it clicks into place.
- 4 Put the handset on the base and charge for at least **14 hours** for the first time. A beep indicates that the handset is properly placed on the base or charger.

Use only the power pack provided for the base. Use only 550mAh Nickel Metal Hydride (NiMH) rechargeable batteries.



## 3 Getting to know your phone

### 3.1 Overview of the handset

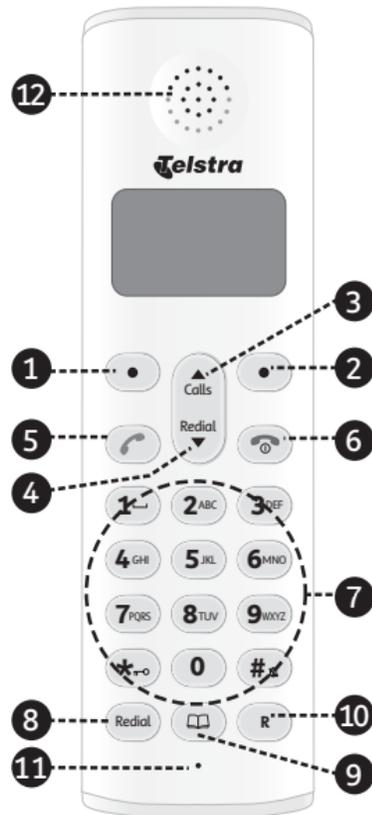
#### 1. Left soft key (menu/ok)

*In idle mode:* Press to access the main menu.  
*In sub-menu mode:* Press to confirm selection shown on-screen.  
*During a call:* Press to access Intercom/Phonebook/Redial List/Call List.

#### 2. Right soft key (clear/back/mute/intercom)

*In main menu mode:* Press to go back to idle screen.  
*In sub-menu mode:* Press to go back to previous

level.  
*In sub-menu mode:* Press and hold to go back to idle screen.  
*In editing/predialling mode:* Press to clear a character/digit.  
*In editing/predialling mode:* Press and hold to delete all the characters/digits.  
*During a call:* Press to mute/unmute the microphone.  
*In idle mode:* Press to use the intercom to contact another handset.



### 3. Up

*In idle mode:* Press to access the call list.

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

*In Phonebook list/Redial list/Call List:* Press to scroll up the list.

*During a call:* Press to increase the volume.

*In ringing:* Press to increase the ringer volume.

### 4. Down

*In idle mode:* Press to access the redial list.

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

*In Phonebook list/Redial list/Call List:* Press to scroll down the list.

*During a call:* Press to decrease the volume.

*In ringing:* Press to decrease the ringer volume.

### 5. Talk on

*In idle/predialling mode:* Press to make a call.

*In Redial list/Call List/Phonebook entry:* Press to make a call to the selected entry in the list.

*During ringing:* Press to answer a call.

### 6. Talk off

*During a call:* Press to end a call and go back

to idle screen.

*In menu/editing mode:* Press to go back to previous menu.

*In menu/editing mode:* Press and hold to go back to idle screen.

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

*In idle mode (when the handset is powered off):* Press and hold to power on the handset.

**7. Alphanumeric keypad, \* (star),**

**# (hash)**  
Press to insert a digit/character/\*/#.

**1** key in idle mode: Press and hold to access Telstra Home Messages 101® or MessageBank®.

**2** Press and hold key during a conversation to answer Call-Waiting.

**3** Press and hold key to use the Telstra 3-Way-Chat feature.

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

# key in idle mode: Press and hold to turn on/off the ringer.

0 key in idle/predialling/number editing mode: Press and

hold to insert a pause.

# key in Call List mode: Press to review caller's number if applicable.

### 8. Redial

*In idle mode:* Press to access the redial list.

### 9. Phonebook

*In idle mode:* Press to access the phonebook list.

### 10. Recall

*In idle/predialling mode:* Press to dial a recall.  
*During a call:* Press to dial a recall.

### 11. Microphone

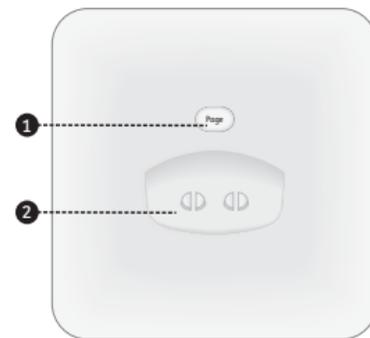
### 12. Earpiece

## 3.2 Base overview

### 1. Page

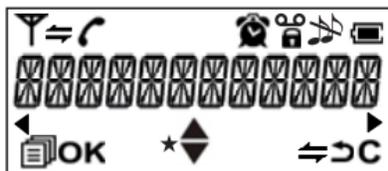
Press **Page** on the base to page your handset. The handset will ring for approximately 60 seconds.

### 2. Charging cradle



### 3.3 Display icons and symbols

The LCD display gives you information on the current status of the telephone.



- ◆ Scroll up / down the menu items / Phonebook list / Redial list / Call List.
- 📶 Steady when the handset is in range of the base. Flashes when out of range of the base or not registered to the base.
- 📞 Steady when an intercom is in progress. Flashes when there is an incoming internal call.
- 📞 Indicates a call is in progress.
- 🔕 Indicates that the ringer is switched off.
- 🚨 Steady when an alarm is set. Flashes when the alarm time set before reaches.
- 🔒 Indicates that the keypad is locked.
- 🔋 Indicates when the battery is fully charged. Flashes when the unit performs initial charging.
- 🔋 Indicates when the battery needs charging. Flashes when low battery power level is detected.
- ◀ Indicates when there are more characters before the text currently displayed.
- ▶ Indicates when there are more characters after the text currently displayed.
- (MENU) Press the key below this symbol to select more menu options if applicable.
- OK Press the key below this symbol to confirm the current selection if applicable.
- (INT) Press the key below this symbol to conduct Intercom call when idle.
- (BACK) Press the key below this symbol to go back to previous menu level or cancel the current action if applicable.
- C Press the key below this symbol to clear a character or stop the alarm if applicable, press to mute / unmute the microphone during a call.
- 📧 Indicates when there are received new messages on your Telstra Home Messages 101® or MessageBank® service.
- ★ Indicates the Calls list has an unanswered call.

### 3.4 Menu structure

In idle mode, press OK to access the Call List menu. Refer to the following for the menu structure.



Main Menu	Calls List	Phonebook	BS Settings	HS Settings	Registration	Default
Sub Menu	Review Calls List	Review Phonebook list	DELETE HS FLASH TIME CHANGE PIN	ALARM RING SETUP TONE SETUP LANGUAGE RENAME HS HS DISPLAY AUTO ANSWER DATE & TIME	PIN?	
	Under a selected Calls List entry: ADD TO PB DELETE DELETE ALL DETAILS	Under a phonebook entry: ADD VIEW EDIT DELETE DELETE ALL PB STATUS				

### 3.5 Text and digit entry table

The following table shows you where each letter and punctuation character can be found.

A character table will be used when the corresponding menu language is selected. This will be helpful when storing a name in the phonebook and renaming your handset.

In editing mode, a cursor is displayed to indicate the current text entry position. It is positioned at the right of the last character entered.

#### Writing tips:

1. Once a character is selected, the cursor will move to the next position after a short pause.
2. You can move the cursor within the text by  or  to amend the text entry.
3. Press **C** to delete the last character.
4. Press *and hold* **C** to delete the entire text string.

### 3.5.1 Character set

#### Alphanumeric editing

(For phonebook name editing and renaming handset)

#### Number editing

(For phone no. & date/time editing)

Key	Number of presses											
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th		
1	space	-	1									1
2	A	B	C	2								2
3	D	E	F	3								3
4	G	H	I	4								4
5	J	K	L	5								5
6	M	N	O	6								6
7	P	Q	R	S	7							7
8	T	U	V	8								8
9	W	X	Y	Z	9							9
0	0											0, P (Pause)
*	*	?	/	\	(							*
#	#	'	,	-	.	&						#

## 4 Using your phone

### 4.1 Make a call

#### 4.1.1 Preparatory dialling

Allows you to enter a number correctly before dialling.

Enter the phone number and press  to dial the number. Press  to clear the entry.

#### 4.1.2 Direct dialling

For direct dialling following dial tone, press  to access the line and enter the phone number.

#### 4.1.3 Call from the phonebook

Press  to access the phonebook and press  or  to select the desired phonebook entry. Press  to dial out to the selected

phonebook entry. Alternatively, press , then  or  to access the phonebook to get the desired phonebook entry.

To add numbers and names into the phone book refer to Section 5.

#### 4.1.4 Call from the call list

When Telstra's Calling Number Display feature is active on your service, called numbers will be saved in the phone's Call List. Press  to access the Call List and press  or  to select the desired Call List entry. Press  to dial out to the selected Call List entry. Alternatively, press , then  or  to access the Call List from the main menu.

## Using your phone

### 4.1.5 Call from the redial list

Press  to access the redial list and press  or  to select the desired redial number. Press  to dial out to the selected redial number.

The Redial List contains a list of recently dialled numbers, refer Section 4.8.

### 4.1.6 Call timer

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

### 4.2 Answer a call

If the handset is not on the charging cradle:

When the phone rings, press  to answer a call.

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

When the phone rings, pick up the handset to answer a call.

### 4.3 End a call

During a call, press  to end the call.

OR

Put the handset on the base to end the call.

### 4.4 Adjust earpiece volume

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

During a call:

Press  or  to select volume 1-5. The current setting is shown on-screen. When you end the call,

## Using your phone

---

the setting will remain at the last selected level.

### 4.5 Mute a call

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

During a call:

Press  (right key) to mute the microphone and MUTED will display on the screen. Your caller cannot hear you. Press  again to unmute the microphone.

### 4.6 To turn the ringer off

In idle, press and hold  to turn off the handset ringer. The  icon is displayed on the screen. Press and hold  to turn the ringer back on.

### 4.7 Turn on the keypad lock

In idle, press and hold  to turn on the keypad lock. The  icon is displayed on the screen. Press and hold  to turn the keypad lock off.

### 4.8 Redial the last number

You can redial up to 5 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. The most recent number dialled will display at the top of the redial list.

## Using your phone

---

### 4.8.1 Redial a number from the redial list

1. In idle mode, press  to access the redial list.  
If redial entry shows the name, press  to view the number.
2. Press  or  to browse the redial list.
3. Press  to dial to the selected redial number.

Note: If there are no numbers in the redial list, the display shows EMPTY

### 4.8.2 Store a redial number into the phonebook

1. Follow steps 1 and 2 in section 4.8.1.
2. Press  and  or  to select ADD TO PB
3. Press **OK** to enter the name.
4. Press **OK** to store the redial number into the phonebook.
5. Press **OK** to select phonebook melody.
6. Press  or  to browse the melody list. The chosen melody will be played when browsing the melody list.
7. Press **OK** to confirm.

### 4.8.3 Delete a redial number

1. Follow steps 1 and 2 in section 4.8.1.
2. Press  and  or  to select **DELETE**
3. Press **OK** to confirm.

### 4.8.4 Delete the entire redial list

1. Follow steps 1 and 2 in section 4.8.1.
2. Press  and  or  to select **DELETE ALL**
3. Press **OK** to confirm.
4. Press **OK** to confirm again.

### 4.9 Find the handset

You can locate the handset by pressing  on the base. All the handsets registered to the base will produce the paging tone and **PAGING** is displayed on the screen. You can stop the paging by pressing  /  / **C** on any handset or  on the base again.

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

### 4.10 Using multiple handsets

This feature is only applicable when you have purchased a multi handset pack. It allows you to make internal calls, transfer external calls from one handset to another handset and make conference

calls. If the called handset is not answered within 60 seconds, the called handset will stop ringing and the calling handset will return to standby mode.

Note: If only one handset is registered to the base, press  will display **NOT POSSIBLE**

### 4.10.1 Intercom with another handset

1. In idle mode, press  the available handsets will display.
2. Enter the desired handset number with which to connect via intercom.
3. When called handset rings, press  on the called handset to establish the internal call.

Note: If only two handsets are registered to the base, pressing  on one handset will connect to the other handset immediately.

### 4.10.2 Call all handsets

1. In idle mode, press  and all registered handsets will display.
2. Press  to ring to all registered handsets.
3. The first handset to answer will intercom with the calling handset.

### 4.10.3 Transfer an external call to another handset

During an external call:

1. Press  and  or  to select INTERCOM
2. Press **OK** to select the handset with which to connect via intercom. If you have more than 2 handsets, the available handset numbers will be displayed on the screen, to intercom a specific handset press the handset number on the keypad. If you press 9 on the keypad all handsets will ring.
3. The external call is put on hold automatically and the called handset rings.

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

### 4.10.4 Make a 3-way conference call

The conference call feature allows one external call to be shared over two handsets (using intercom mode).

The three parties can share the conversation and no network subscription is required.

During an external call:

1. Follow steps 1 to 4 in section 4.10.3.
2. Press *and hold*  on the calling handset to establish the conference call.

Any handset that hangs up during a conference call will leave the other handset still connected to the external call.

## 5 Phonebook

Your phone can store up to 20 phonebook entries with names and numbers. Each phonebook entry can have a maximum of 20 digits for the phone number and 12 characters for the name. You can also select different ringtones for your phonebook entries. Phonebook entries are stored alphabetically by name.

### 5.1 Add a new phonebook entry

In idle:

1. Press  to access the phonebook.  
OR  
Press  and  or  to select **PHONEBOOK** main menu item and

then press **OK** to access the phonebook.

2. Press  to select **ADD**.
3. Press **OK** to enter the name.
4. Press **OK** to enter the number.
5. Press **OK** and  or  to select the desired ringtone for your phonebook entry.
6. Press **OK** to store the phonebook entry.

### 5.2 Search a phonebook entry

In idle:

1. Press  to access the phonebook.
2. Enter the first character of the name using the keypad letters, eg

## Phonebook

press 5 once for names starting with J, twice for names starting with K etc or

3. Press  or  to select the desired phonebook entry.

### 5.3 View a phonebook entry

In idle:

1. Press  to access the phonebook.
2. Press  or  to select the desired phonebook entry.
3. Press  and  or  to select **VIEW**.
4. Press **OK** and  or  to review the name, number and melody of the selected phonebook entry.

Note: If number is more than 12 digits, press  or  to view the remaining digits.

### 5.4 Edit a phonebook entry

In idle:

1. Press  to access the phonebook.
2. Press  or  to select the desired phonebook entry.
3. Press  and  or  to select **EDIT**
4. Press **OK** and the current contents of the selected phonebook entry will display.
5. Edit the name (if applicable) and press **OK**

6. Edit the number (if applicable) and press **OK**
7. Press  or  to select the ringtone (if applicable) and press **OK** to confirm.

### 5.5 Delete a phonebook entry

In idle:

1. Press  to access the phonebook.
2. Press  or  to select the desired phonebook entry.
3. Press  and  or  to select **DELETE**
4. Press **OK** to confirm.

### 5.6 Delete the entire phonebook

1. Press  to access the phonebook.
2. Press  or  to select the desired phonebook entry.
3. Press  and  or  to select **DELETE ALL**
4. Press **OK** to confirm.
5. Press **OK** to re-confirm.

### 5.7 Check the phonebook usage

You can check how many phonebook entries have been stored in your phone and how many phonebook entries are available for you to store in the phonebook.

1. Press  to access the phonebook.
2. Press  and  or  to select **PB STATUS**
3. Press **OK** to confirm.

## 6 Calling Number Display

If you have subscribed to Telstra Calling Number Display\*, and provided the caller's number is not blocked, the number, or name if stored in the Phonebook will be displayed when the phone is ringing and in the Call List. With some incoming calls, if the telephone number is not available, the handset may display one of the following explanations:

UNAVAILABLE - the caller's number is not available to the network

PRIVATE - the caller has chosen to block their number

PAYPHONE - the caller is ringing from a payphone

MOBILE - The incoming call is from a mobile telephone within Australia

\* Call features and charges may apply.

### 6.1 View the call list

All received calls are saved in the Call List with the latest call placed at the top of the list. When the call list is full, the oldest call will be replaced by a new call. An unanswered call which has not been read is marked with a ★ at the centre of the bottom line of the display.

1. Press  to access the call list.  
OR Press  and  or  to select CALL LIST
2. Press  or  to select the desired entry.
3. Press  to view the caller's number if applicable.

## Calling Number Display

### 6.2 Store a call list number into the phonebook

1. Follow steps 1 and 2 in Section 6.1.
2. Press  and  or  to select ADD TO PB
3. Press **OK** to enter the name.
4. Press **OK** and the selected call list number is displayed.
5. Edit the number if necessary.
6. Press **OK** and  or  to select the melody.
7. Press **OK** to confirm.

### 6.3 Delete an entry in the call list

1. Follow steps 1 and 2 in Section 6.1.
2. Press  and  or  to select DELETE
3. Press **OK** to confirm.

### 6.4 Delete the entire list of the call list

1. Follow steps 1 and 2 in Section 6.1.
2. Press  and  or  to select DELETE ALL
3. Press **OK** to confirm.
4. Press **OK** to re-confirm.

### 6.5 View the details of the call list entry

1. Follow steps 1 and 2 in Section 6.1.
2. Press  and  or  to select DETAILS
3. Press **OK** to display the date and time of the selected call list entry.
4. Press **OK** to go back to previous screen.

## 7 Flashing Message Indicator

The Telstra 8100 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  icon will be displayed on the handset. After you have listened to your message(s) the  icon will disappear.

### 7.1 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:

Press  and dial 101.

OR

While the handset is in standby press *and hold* the  key. The handset will dial 125101.

OR

Press  and then press *and hold* the  key. The handset will dial 125101.

### 7.2 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,

## Flashing Message Indicator

so you can answer your second incoming call by putting the first caller on hold.

### 7.2.1 To answer an incoming call whilst you are on the phone

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

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

### 7.3 3-Way Chat

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

#### 7.3.1 How to use 3-Way Chat

To put an existing call on hold and make a new call and set up a 3-Way Chat

1. Press  while in the first call.
2. Dial the second phone number
3. Press *and hold*  to connect the 3-Way Chat.

To split a 3-Way Chat or switch between callers

1. Press *and hold*  while in the call.

## 8 Phone settings

Your Telstra 8100 comes with a selection of settings that you can change to personalise your phone the way you like it to work.

### 8.1 Date and time settings

You will need to set the day and time for the handset to display the correct time (if idle, the handset screen mode is set to display TIME). If you have Telstra Calling Number Display, the date/time will be set automatically after an incoming call.

#### 8.1.1 Change the date format

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select DATE & TIME

34

3. Press **OK** and  or  to select DATE FORMAT
4. Press  or  to select your desired date format (DD-MM-YY or MM-DD-YY).
5. Press **OK** to confirm.

#### 8.1.2 Change the time format

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select DATE & TIME
3. Press **OK** and  or  to select TIME FORMAT
4. Press  or  to select your desired time format (12 HR or 24 HR).
5. Press **OK** to confirm.

## Phone settings

### 8.1.3 Set the time

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select DATE & TIME
3. Press **OK** and  or  to select SET TIME
4. Press **OK** to enter the time information. The time entered will be in the format you set in Section 8.1.2
5. Press **OK** to confirm.

Note: If time has been set before, the current time will display, otherwise, HH:MM will display.

### 8.1.4 Set the date

1. Press  and  or  to select HS SETTINGS

2. Press **OK** and  or  to select DATE & TIME
3. Press **OK** and  or  to select SET DATE
4. Press **OK** to enter the date information. The date entered will be in the format you set in Section 8.1.1.
5. Press **OK** to confirm.

Note: If date has been set before, the current date will display, otherwise, DD-MM-YY will display.

### 8.2 Alarm settings

You can use this phone to set an alarm clock. When an alarm is set, the  displays on the screen. When the alarm time is reached, the  and ALARM ON will flash on the

35

screen and the alarm melody will ring for 45 seconds.

You can press any key to disable the alarm. If snooze function is activated, the alarm will sound again at the end of the snooze period of seven minutes. You can also press *and hold*  to terminate the snooze function.

### Note:

- The alarm will turn off when the alarm time is reached or by pressing any key while the alarm is sounding (even if the handset keypad is locked).
- The alarm volume level is the same as the settings of the handset ringer volume. If the handset ringer is set to VOLUME OFF, the alarm will sound at VOLUME 1 level.

c. During an external call or internal call, if an alarm is set and when the alarm time is reached, the  and ALARM ON will flash on-screen. An alarm tone will be emitted from the earpiece to notify user the alarm time is reached. Once user presses any key or presses and holds  to disable the alarm, it will revert to the call duration screen.

d. During paging or ringing, the alarm will not sound when the alarm time is reached. However, if snooze function is enabled, the alarm will sound again at the end of the snooze period provided that it is not ringing or in paging mode at the end of the snooze period.

### 8.2.1 Turn on/off the alarm

- Press  and  or  to select HS SETTINGS
- Press **OK** and  or  to select ALARM

- Press **OK** and  or  to select ON/OFF
- Press **OK** to confirm.

Note: If ON is selected, you will be asked to set the alarm time in accordance with paragraph 8.2.2

### 8.2.2 Set the alarm time (if the alarm is set to be on)

- Follow steps 1 to 4 in Section 8.2.1.
- Enter the alarm time in the time format you set in Section 8.1.2
- Press **OK** to set the snooze function.
- Press **OK** and  or  to select ON/OFF
- Press **OK** to confirm.

## 8.3 Handset settings

### 8.3.1 Set the ringer melody for internal calls

- Press  and  or  to select HS SETTINGS
- Press **OK** and  or  to select RING SETUP
- Press **OK** and  or  to select INT RING
- Press **OK** and  or  to select the desired ringer melody (5 melodies are available for internal calls).
- Press **OK** to confirm.

Note: Ringer melodies will be played when the melody is highlighted while browsing the melody list..

### 8.3.2 Set the ringer melody for external calls

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select RING SETUP
3. Press **OK** and  or  to select EXT RING
4. Press **OK** and  or  to select the desired ringer melody (5 melodies are available for external calls).
5. Press **OK** to confirm.

Note: Ringer melodies will be played when the melody is highlighted while browsing the melody list.

### 8.3.3 Set the ringer volume

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select RING SETUP
3. Press **OK** and  or  to select RING VOLUME
4. Press **OK** and  or  to select the desired ringer volume (6 ringer volume levels including VOLUME OFF are available).  
If VOLUME OFF is selected,  will display.
5. Press **OK** to confirm.

Note: Ringtone will be played at the highlighted ringer volume while browsing the volume list.

### 8.3.4 Set alert tones

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

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select TONE SETUP
3. Press **OK** and  or  to select KEY TONE/BATTERY TONE/OUT OF RANGE.
4. Press **OK** and  or  to turn on or off these tones.
5. Press **OK** to confirm.

### 8.3.5 Rename the handset

You can change the name of each handset, to indicate the location, eg to kitchen or bedroom.

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

### 8.3.6 Choose the information to be displayed in idle

You can choose to display time or handset name in your idle screen.

1. Press  and  or  to select HS SETTINGS
2. Press **OK** and  or  to select HS DISPLAY

3. Press **OK** and  or  to select **HANDSET NAME** or **TIME**
4. Press **OK** to confirm.

### 8.3.7 Set the auto answer

If you turn on the Auto Answer, you can pick up the call from the cradle without pressing any key.

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

## 8.4 Base settings

The current settings are marked with an asterisk in the relevant menu which is displayed at the right-hand side of the menu item.

### 8.4.1 Change the Recall time

Short=100mS.  
Medium=270mS.  
Long=600mS.

For the Telstra Network, always leave at the default 100mS (Short) setting.

### 8.4.2 Change the system pin code

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

1. Press  and  or  to select **BS SETTINGS**
2. Press **OK** and  or  to select **CHANGE PIN**
3. Press **OK** and enter the 4-digit

- system PIN.
4. Enter the old system PIN.
5. Press **OK** and enter the new system PIN.
6. Press **OK** and enter the new system PIN again.

Note: If the new PIN entered in Step 6 is not matched with the new system PIN entered in Step 5, user will be prompted to enter the valid system PIN again in Step 5.

## 8.5 Registration

Your handset and base are pre-registered. If for some reason, the handset is not registered to the base (Y flashes even when the handset is near the base), register your handset according to the following procedure.

1. Press and hold  on the base for about five seconds The base will be entered into registration mode.
2. Press  and  or  to select **REGISTRATION**.
3. Press **OK**.
4. Enter the 4-digit system PIN.
5. Press **OK** to confirm. If the handset registration is successful, you will hear a confirmation tone and the Y will stop flashing. The handset will automatically be allocated the next available handset number. This handset number is shown in the handset display in standby mode. If the handset registration is unsuccessful, the Y will still flash.

### 8.5.1 De-register a handset

You are requested to enter the 4-digit PIN in order to de-register a handset from the base. The  icon on the de-registered handset will blink.

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

1. Press  and  or  to select **BS SETTINGS**
2. Press **OK** and  or  to select **DELETE HS**
3. Press **OK** and  or  and you are requested to enter the 4-digit system PIN.
4. Enter the 4-digit system PIN.
5. Press **OK** and a list of registered handsets is displayed.

6. Press  or  to select one of the handsets that you want to de-register.

7. Press **OK** to confirm.

### 8.6 Reset your phone

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

1. Press  and  or  to select **DEFAULT**.
2. Press **OK**.
3. Enter the 4-digit system PIN.
4. Press **OK** to confirm.
5. Press **OK** to re-confirm.

## 9 Help

### No display

- The batteries may be dead. Recharge or replace the batteries - see 'Installing and charging the batteries', page 10.
- Is the handset switched off? To switch the handset on, see page 12.

### 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.
- Unplug the cordless phone and check for dial tone with a Telstra standard phone or equivalent.

### You cannot link up with the base

- Check that the base is connected to the mains power and switched on.
- Are you out of range? Move the handset closer to the base.
- Are the batteries low or flat? If so, charge the batteries or replace them if necessary.

### No ring on the handset

- Check that the ringer volume is switched on, see page 38.
- 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 8100 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.

### TecHelp line 1300 369 193

Call the 8100 Helpline:

- if you are having difficulties using your Telstra 8100.
- if you need replacement batteries or mains power lead.



## 10 General information

### 10.1 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 550mAH Nickel Metal Hydride (NiMH) batteries can be purchased from TecHelp on 1300 369 193 or your local electrical retailer. Slide off the battery compartment cover and remove existing batteries. Insert new batteries and replace the compartment cover.

#### IMPORTANT

**This equipment requires electricity to work. You will not be able to**

**make any telephone calls when the power fails. Alternative arrangements should be made for access to emergency services in times of power failure.**

### 10.2 Safety

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries can be purchased from TecHelp on 1300 369 193 or your local electrical retailer.
- Do not open the handset (except to replace the handset batteries or the base). This could expose

## General information

---

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.

Please note

Telstra accepts no responsibility for damage caused to your Telstra 8100 handset by using any other type of

46

batteries.

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

### 10.3 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.

### 10.4 Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of

## General information

---

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.

### 10.5 Telstra accessories and replacement items

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

### 10.6 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 8100 has a REN of 0.1. A total REN of 3 is allowed. However, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guarantee of ringing, even when the REN is less than 3.

47

# 11 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](mailto: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

48

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 term of this

## Customer service & Product warranty

---

warranty call the TechHelp Information Line on 1300 369 193 or contact us by e-mail at: [tcpsupport@ingrammicro.com.au](mailto: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.

49





[www.telstra.com](http://www.telstra.com)

© COPYRIGHT 2008 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