



Telstra 9000

DECT 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.

This User Guide covers the models:

Telstra 9000

Telstra 9000 TWIN



Introduction

To your Telstra 9000 DECT Cordless Telephone

- Phonebook - lets you store up to 50 names and numbers for easy dialling.
- Calling Number Display* - lets you see who's calling. Your phone stores details of the last 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 27 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 9000 provides:

- Digital clarity
- Digital range
- Digital security

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

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

Need help?

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

Hearing Aid?

Please note that like all other DECT cordless phones, the 9000 works by sending radio signals between the base and handset and these signals may, in some cases, cause a low level humming noise.

Got everything?

The package contains the following items:

- Telstra 9000 handset
- Telstra 9000 base unit
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug
- 2 rechargeable batteries
- 1 User manual

If you have purchased a Telstra 9000 multi handset pack, you will also have the following for each additional handset:

- Telstra 9000 handset
- Telstra 9000 charger
- 2 NiMH rechargeable batteries
- AC power adaptor (for the charger)

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Important Safety Instructions

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

1. Read and understand all the instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid 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) or in humid areas.
5. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
6. Unplug this product from the wall outlet and contact 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.
7. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
8. Do not use the telephone to report a gas leak in the vicinity of the leak.

9. Use only the supplied NiMH (Nickel Metal Hydride) batteries. The operation periods for the handsets are only applicable with the default battery capacity.
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 ensure the batteries are inserted according to the correct polarity.
13. Do not immerse batteries in water, do not place them in fire.
14. Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

Getting Started

Location

Place your Telstra 9000 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

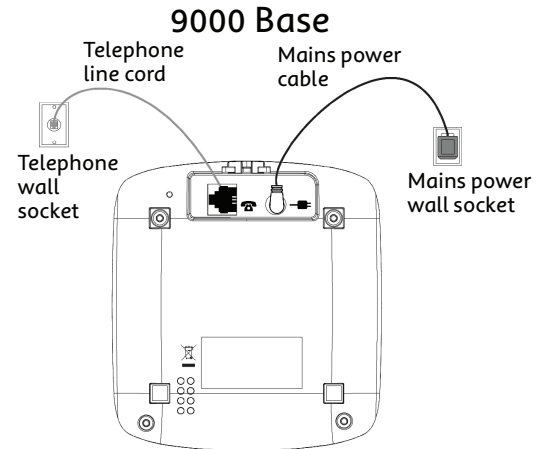
Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your 9000 works by sending radio signals between the handset and base. The strength of the signal depends on where you locate

the base. Putting it as high as possible ensures the best signal.

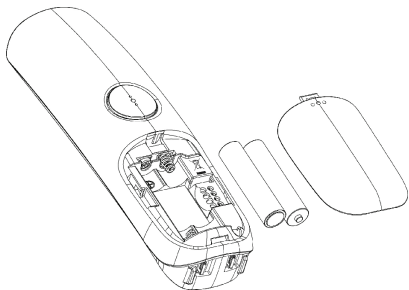
The maximum range between the base station and the handset is approximately 300 metres.


Setting up

1. Plug the mains power cable into the base station, plug the other end into the mains power wall socket and switch the power on.





- To fit the NiMH rechargeable batteries into the handset, remove the battery compartment cover by sliding it out. Place the batteries as indicated, following the polarity. Slide the battery compartment cover back on until it clicks into place.



- Place the handset on the base to charge for at least 14 hours. When the handset is fully charged the  will be displayed. A beep indicates that the handset is properly placed on the base or charger.
- When the batteries are fully charged, plug one end of the telephone line cord into the base station and the other end into the telephone wall socket.

Battery low warning

If the  flashes in the handset display, you will need to recharge the handset before you can use it again. During charging, the  will appear to be filling in the display.

WARNING

Do not place your Telstra 9000 in the bathroom or other humid areas.

IMPORTANT

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

Battery performance

In ideal conditions, the fully charged batteries should give up to 12 hours talk time, or 160 hours standby time, on a single charge. Note that the new batteries will not reach full capacity until it has been in normal use for several days.

To keep the 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. The charge capacity of the rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. Replacement batteries can be obtained by contacting TechHelp on 1300 369 193 or from your local electrical retailer.

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

Setting up for multiple packs

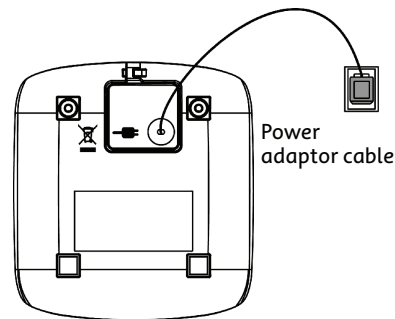
If you have purchased a Telstra 9000 multiple pack, you will need to prepare additional handsets and chargers for use.

For each additional handset and charger


- Plug the power adaptor into the mains power wall socket and switch the power on.

Note: The other end of the power adaptor is firmly connected with the charger base.

9000 Extension Charger



- To fit the NiMH rechargeable batteries into the handset, remove the battery compartment cover by sliding it out.
- Place the batteries as indicated, following the polarity. Slide the battery compartment cover back on until it clicks into place. Refer to "Setting up" section for the illustrated diagrams.

- Place the handset on the charger to charge for at least 14 hours. When the handset is fully charged the  will be displayed.


Using your Telstra 9000 on a Broadband ADSL line?


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

Date and time


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

Set date manually

- Press  then **▲** or **▼** to select HS SETTINGS.
- Press **OK** then **▲** or **▼** to select DATE & TIME.

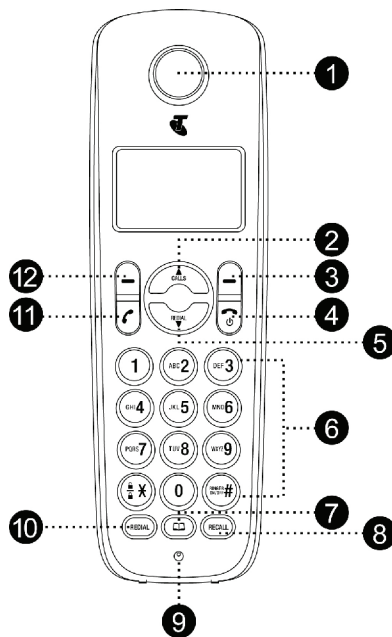
- Press **OK** then **▲** or **▼** to select SET DATE.
- Press **OK** then enter the date according to DD-MM-YY or MM-DD-YY format. (To change date format, see page 31)
- Press **OK** to confirm.
- Press  to return to standby.

Set time manually

- Press  then **▲** or **▼** to select HS SETTINGS.
- Press **OK** then **▲** or **▼** to select DATE & TIME.
- Press **OK** then **▲** or **▼** to select SET TIME.
- Press **OK** then enter the time according to 12 HR or 24 HR format. (To change time format, see page 31)
- Press **OK** to confirm.

Note: When 12 HR mode is the selected format, the time will display in 12 HR format but must be entered as 24 HR time when programming, e.g. for 01:25 PM enter 13:25.

Getting to know your phone



Overview of the handset

1. Earpiece

2. Call List / 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.

When ringing: Press to increase the ringer volume.

3. Right soft key (clear / back / mute / intercom)

In main menu mode: Press to return to idle screen.

In sub-menu mode: Press to return to previous level.

In sub-menu mode: Press *and hold* to return 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.

4. Talk off

During a call: Press to end a call and return to idle screen.

In menu / editing mode: Press to return to previous menu.

In menu / editing mode: Press *and hold* to return 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.

5. Redial List / 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.

When ringing: Press to decrease the ringer volume.

6. 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 (P).

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

7. Phonebook

In idle mode: Press to access the phonebook list.

8. Recall

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

During a call: Press to dial a recall.

9. Microphone

10. Redial

In idle mode: Press to access the redial list.

11. 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.

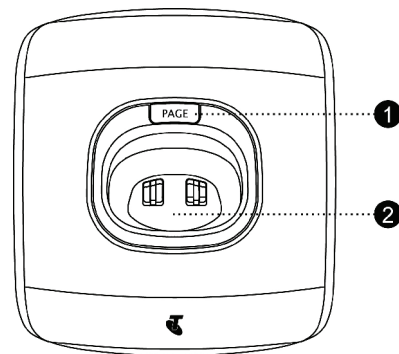
12. Left soft key (menu / ok)

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.

Base overview



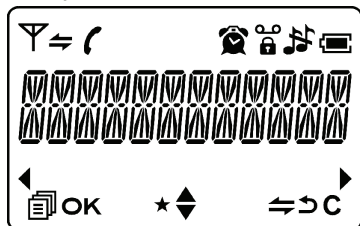
1. Page

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

2. Charging cradle

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 sounds.

🔒 Indicates that the keypad is locked.

🔋 Indicates when the batteries are fully charged.
Flashes when the unit performs initial charging.

🔋 Indicates when the batteries need 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.

📄 Press the key below this symbol to select more menu options if applicable.

OK Press the key below this symbols to confirm the current selection if applicable.

↔ Press the key below this symbol to conduct Intercom call when idle.


↶ Press the key below this symbol to return to previous menu level or cancel the current action if applicable.

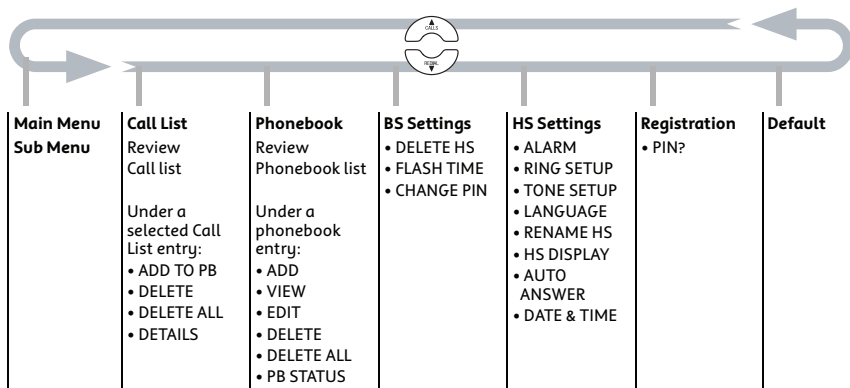
C Press the key below this symbol to clear a character or stop the alarm if applicable, press to mute / unmute the microphone during a call.

📧 Indicates when you have new messages on your Telstra Home Message 101® or MessageBank® services.

★ Indicates the Call list has an unanswered call.

Menu structure

In idle mode, press  to access the main menu. Use ▲ or ▼ to scroll through the menu. Refer to the following for the menu structure.



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:

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

Character set

Alphanumeric editing

(For phonebook name editing and renaming handset)

Number editing

(For phone no. & date / time editing)



Number of presses											
Key	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
0	W	X	Y	Z	9						9
0	0										0, P (Pause)
*	*	?	/	\	(*
#	#	'	,	-	.	&					#

Using your phone


Make a call

Preparatory dialling








Allows you to enter a number correctly before dialling.

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








Direct dialling

Press  to access dial tone then enter the phone number.





Call from the phonebook

Press  to access the phonebook then 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.

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 then 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.

Call from the redial list

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


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).

Using your phone

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.

End a call



During a call, press  to end the call.
OR

Put the handset on the base to end the call.

Adjust earpiece volume



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

During a call:




Press  or  to select volume 1-5. The current setting is shown on-screen.

When you end the call, the setting will remain at the last selected level.




Mute a call

You can talk to someone nearby without letting the caller hear you. During a call: Press  to mute the microphone and **MUTED** will display on the screen. Your caller cannot hear you. Press  again to unmute the microphone.

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.


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.

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 dialed will display at the top of the redial list.

Redial a number from the redial list

1. In idle mode, press ▼ to access the redial list.
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.

Store a redial number into the phonebook


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  then ▲ or ▼ to select ADD TO PB.
4. Press **OK** to enter the name.

5. Press **OK** to store the redial number into the phonebook.
6. Press **OK** to select phonebook melody.
7. Press ▲ or ▼ to browse the melody list. The chosen melody will be played when browsing the melody list.
8. Press **OK** to confirm.




Delete a redial number

1. In idle mode, press ▼ to access the redial list.
2. Press ▲ or ▼ to browse the redial list.
3. Press  then ▲ or ▼ to select DELETE.
4. Press **OK** to confirm.

Delete the entire redial list

1. In idle mode, press ▼ to access the redial list.
2. Press  then ▲ or ▼ to select DELETE ALL.
3. Press **OK** to confirm.
4. Press **OK** to confirm again.


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.

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, pressing  will display NOT POSSIBLE.

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.


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.

Transfer an external call to another handset

During an external call:

1. Press  then ▲ 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  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.

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. Press  then  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  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 *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.

Phonebook

Your phone can store up to 50 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.





Add a new phonebook entry

In idle:

1. Press  to access the phonebook.
OR
Press  then  or  to select PHONEBOOK main menu item and then press 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** then  or  to select the desired ringtone for your phonebook entry.
6. Press **OK** to store the phonebook entry.









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 press  once for names starting with J, twice for names starting with K etc or
3. Press  or  to select the desired phonebook entry.

View a phonebook entry









In idle:

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

Note: If number is more than 12 digits, press  / RIGHT SOFT KEY or  / LEFT SOFT KEY to view the remaining digits.







Edit a phonebook entry

In idle:





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

Delete a phonebook entry

In idle:





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

Delete the entire phonebook

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

Check the phonebook usage

You can check how many phonebook entries have been stored in your phone and how many more entries can be stored.

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

Telstra Network Services*

*Subscription and / or usage changes may apply to use these services. Call 13 22 00 or visit telstra.com/homephone for more information.

Calling Number Display

If you have subscribed to Telstra's Calling Number Display service, you will be able to see your caller's number on your handset display (provided it is not blocked) prior to answering the call. If your caller's name is stored in the phonebook and a number match is found, you will see the caller's name on the display instead.

Call list

When Telstra's Calling Number Display is active on your service, incoming calls will be saved in the telephone's Calls list. Your phone can store up to 10 answered and unanswered calls with date/time information in the call list. The number will be shown on the LCD when the phone is ringing. If the number matches with one of the entries in your private phonebook, the caller's name stored in the private phonebook will be displayed with the number.

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

IMPORTANT



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

View the call list

All received calls are saved in 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  then ▲ or ▼ to select CALL LIST.
2. Press ▲ or ▼ to select the desired entry.
3. Press  to view the caller's number if applicable.

Store a call list number into the phonebook



1. Press ▲ to access the call list.
OR Press  then ▲ or ▼ to select CALL LIST.
2. Press ▲ or ▼ to select the desired entry.
3. Press  then ▲ or ▼ to select ADD TO PB.
4. Press OK to enter the name.

5. Press OK and the selected call list number is displayed.
6. Edit the number if necessary.
7. Press OK then ▲ or ▼ to select the melody.
8. Press OK to confirm.



Delete an entry in the call list

1. Press ▲ to access the call list.
OR
Press  then ▲ or ▼ to select CALL LIST.
2. Press ▲ or ▼ to select the desired entry.
3. Press  then ▲ or ▼ to select DELETE.
4. Press OK to confirm.

Delete the entire call list



1. Press ▲ to access the call list.
OR
Press  then ▲ or ▼ to select CALL LIST.
2. Press  then ▲ or ▼ to select DELETE ALL.
3. Press OK to confirm.
4. Press OK to re-confirm.

View the details of the call list entry

1. Press ▲ to access the call list.
OR
Press  then ▲ or ▼ to select CALL LIST.
2. Press ▲ or ▼ to select the desired entry.
3. Press  then ▲ or ▼ to select DETAILS.
4. Press OK to display the date and time of the selected call list entry.
5. Press OK to return to previous screen.

Flashing Message Indicator


The Telstra 9000 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.


Telstra Home Messages 101[®] or MessageBank[®]

You can get messages from your Telstra fixed home phone when you are away from the phone, busy on another call or using the Internet.



To call Telstra Home Messages 101[®] or MessageBank[®]

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.

Call Waiting

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



1. 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: Alternatively after answering a call wait you can set up a 3-way chat by pressing *and holding* .

3-Way Chat

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

To put 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.










Phone settings

Your Telstra 9000 comes with a selection of settings that you can change to personalise.










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's Calling Number Display, the date / time will be set automatically after an incoming call.








Change the date format

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

Change the time format


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

Set the time

1. Press  then  or  to select HS SETTINGS.
2. Press **OK** then  or  to select DATE & TIME.
3. Press **OK** then  or  to select SET TIME.
4. Press **OK** to enter the time information.
5. Press **OK** to confirm.



Note: If time has been set before, the current time will display, otherwise, HH:MM will display. When 12 HR mode is the selected format, the time will display in 12 HR format but must be entered as 24 HR time when programming, e.g. for 01:25 PM enter 13:25.


Set the date

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select DATE & TIME.
3. Press **OK** then ▲ or ▼ to select SET DATE.
4. Press **OK** to enter the date information.
5. Press **OK** to confirm.



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

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 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:

- a. 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).
- b. 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.


Turn the alarm on / off

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select ALARM.

3. Press **OK** then ▲ or ▼ to select ON/OFF.
4. Press **OK** to confirm.


Note: If ON is selected, you will be asked to set the alarm time.

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

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select ALARM.
3. Press **OK** then ▲ or ▼ to select ON/OFF.
4. Press **OK** to confirm.
5. Enter the alarm time.
6. Press **OK** to set the snooze function.
7. Press **OK** then ▲ or ▼ to select ON/OFF.
8. Press **OK** to confirm.


Handset settings

Set the ringer melody for internal calls

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select RING SETUP.
3. Press **OK** then ▲ or ▼ to select INT RING.
4. Press **OK** then ▲ or ▼ to select the desired ringer melody (5 melodies are available for internal calls).
5. Press **OK** to confirm.

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



Set the ringer melody for external calls

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select RING SETUP.
3. Press **OK** then ▲ or ▼ to select EXT RING.

4. Press **OK** then ▲ 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.


Set the ringer volume

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select RING SETUP.
3. Press **OK** then ▲ or ▼ to select RING VOLUME.
4. Press **OK** then ▲ 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.


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 batteries.

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

Rename the handset


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

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select RENAME HS.

3. Press **OK** then enter the name of your handset.
4. Press **OK** to confirm.


Choose the information to be displayed in idle

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

1. Press  then ▲ or ▼ to select HS SETTINGS.
2. Press **OK** then ▲ or ▼ to select HS DISPLAY.
3. Press **OK** then ▲ or ▼ to select HANDSET NAME or TIME.
4. Press **OK** to confirm.

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

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.

Change the Recall (Flash) time


The default setting of Recall Time is 100ms (Short). It is unlikely that you should need to change this setting unless advised to do so.

1. In standby mode, press the  then ▲ or ▼ to select BASE SETTINGS.
2. Press **OK** then ▲ or ▼ to select FLASH TIME.
3. Press **OK** then ▲ or ▼ to select flash time from SHORT, MEDIUM and LONG.
4. Press **OK** to confirm.

Note: Medium Recall Time = 270ms
Long Recall Time = 600ms


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  then ▲ or ▼ to select BS SETTINGS.
2. Press **OK** then ▲ or ▼ to select CHANGE PIN.
3. Press **OK** then enter the 4-digit system PIN.
4. Enter the old system PIN.
5. Press **OK** then enter the new system PIN.
6. Press **OK** then 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.

Registration


Your handset and base are preregistered. If for some reason, the handset is not registered to the base ( 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 **OK** then ▲ 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  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  will still flash.

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  then ▲ or ▼ to select BS SETTINGS.

2. Press **OK** then ▲ or ▼ to select DELETE HS.
3. Press **OK** then ▲ or ▼ and you are requested to enter the 4-digit system PIN.
4. Enter the 4-digit system PIN.
5. Press **OK** then a list of registered handsets is displayed.
6. Press ▲ or ▼ to select one of the handsets that you want to deregister.
7. Press **OK** to confirm.

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  then ▲ 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.

Phone does not work

- Have you installed the batteries correctly? See page 10.
- Check that the mains power is correctly connected.
- Is the handset switched off? To switch the handset on, see page 14.

No display

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

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 34.
- Check that the base is plugged into the phone socket and that it is also connected to the mains power and switched on.

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

icon does not appear to be filling

- 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 9000 a base may be on the line.

Buzzing noise on my radio, TV, computer or hearing aid

- Sometimes, your Telstra 9000 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 9000 Helpline:

- if you are having difficulties using your Telstra 9000.
- if you need replacement batteries or mains power lead.

General Information

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. Rechargeable Nickel Metal Hydride (NiMH) batteries can be purchased from TechHelp 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.

Safety

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your warranty and may damage the telephone.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries can be purchased from TechHelp 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 you to high voltages or other risks. Contact TechHelp 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.

General Information

- 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 9000 handset by using any other type of 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.

Cleaning

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

Environmental

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

Telstra accessories and replacement items

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

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your Telstra 9000 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.

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_au@vtech.com

If you are trying to access a Telstra Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact Telstra on 132200 for residential or 132000 for business.

Voluntary 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 12 months from date of purchase. The benefits conferred by this voluntary 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 voluntary 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 voluntary warranty call the TechHelp Information Line on 1300 369 193 or contact us by e-mail at: tcpsupport_au@vtech.com.

If the product is to be serviced under this voluntary warranty and not pursuant to your Statutory Rights, the

Customer Service Representative will inform you of the product return process and you will need to 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 voluntary 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 products delivered for service.

For your records

Date of purchase:

Place of purchase:

Serial number:

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



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