

TELSTRA T700

CORDED 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 T700 CORDED TELEPHONE

- Memory feature - lets you store up to 13 telephone numbers for quick dialling.
- Telstra's Calling Number Display* lets you see who's calling. Your phone stores details of the last 80 callers in a Call 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 Call list. See page 27 for more details.

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 AT 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

Got everything?

The package contains the following items:

- Telstra T700 corded telephone base with integrated desk/wall mounting bracket and fixed telephone line cord
- Telstra T700 corded handset
- 4 AA 1.5V alkaline batteries (Required for Telstra's Calling Number Display)
- Telephone adaptor plug
- Coiled handset cord
- User Guide

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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 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 place this product in areas where proper ventilation is not possible. Slots and openings at the back or bottom of the telephone base and handset are provided for ventilation and to protect them from overheating. These openings must not be blocked at all times. Avoid placing the product on a soft surface such as a bed, sofa or rug.
6. Do not place this product near or over a radiator or heat register.
7. Do not insert objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit.

IMPORTANT SAFETY INSTRUCTIONS

8. Do not spill liquid of any kind on the product.
9. Do not open the casing of this product otherwise there is a risk of electric shock. There are no user serviceable parts and you should contact TecHelp on 1300 369 193 should you experience any product difficulties.
10. Unplug this product from the wall outlet and contact TecHelp on 1300 369 193 under the following conditions:
 - 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.
 - If the product has been exposed to rain or water.
11. Avoid using a telephone during an electrical storm. There is a remote risk of electric shock from lightning.
12. Do not use the telephone to report a gas leak in the vicinity of the leak.
13. Only put the handset of your telephone next to your ear when it is in normal talk mode.
14. Use only good AA alkaline batteries. Do not mix old and new batteries and do not mix alkaline, standard (carbon-zinc) batteries.
15. Dispose of these batteries in a safe manner. Do not burn or puncture batteries as they could release caustic material which could cause injury.

16. Exercise care when handling batteries. Do not allow contact of conductive materials such as rings, bracelets, or keys with the batteries. The batteries may overheat and cause injuries.
17. Observe proper polarity orientation between the batteries and the metallic contacts.
18. Ensure you disconnect the telephone line cord from telephone wall socket before removing / replacing batteries.

GETTING STARTED

LOCATION

Place your Telstra T700 within 2 metres of the telephone wall socket so that the telephone line cord will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

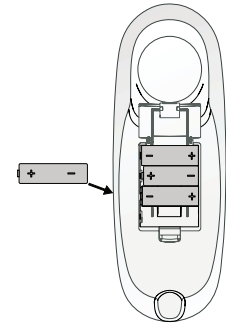
IMPORTANT NOTE: Do not connect the product to telephone wall socket until battery installation is complete.

SETTING UP

1. To install batteries, press the tab and lift upwards to open the battery compartment cover.

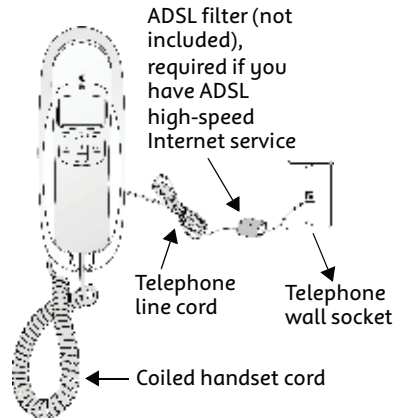


2. Place four AA alkaline batteries (included) in the battery compartment as indicated, following the proper polarity orientation.




3. Close the battery compartment cover until it clicks into place.

4. Plug one end of the coiled handset cord into the handset socket. Plug the other end into the line socket on the left of the base and place the handset on the base.



5. One end of the telephone line cord has been fixed to the base. You only need to plug the other end of the telephone line cord into a telephone wall socket.
6. Lift the handset to check for a dial tone.

Note: To prevent the loss of memory of all the settings in your telephone (including the call / redial list and numbers stored in the memory locations), it is recommended that you install new alkaline batteries each time and replace them when the batteries are low (or soon after the low battery icon  appears on the handset).

Always disconnect the telephone line cord from the telephone wall socket before replacing batteries.

If there are no batteries installed and the telephone is plugged into a telephone wall socket, the screen display can still operate using power from the socket when the handset is lifted from the base. However, when operating in this mode, the screen display will be dimmer than usual and some functions such as Caller Number Display and IN USE light function will not work.

WALL MOUNTING

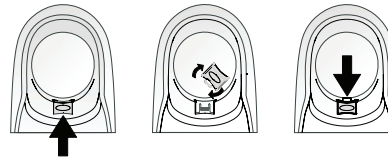
Your Telstra T700 comes attached with a wall mounting bracket at the back of the base. It is designed to mount on a standard wall plate.

To mount your telephone on a wall, you need to connect the wall mounting bracket with a standard dual-stud telephone wall mount plate. If you do not have this wall mount plate, you can purchase one

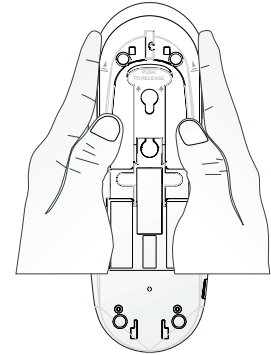
from any hardware or consumer electronic retailer. A licensed cabler will be required to install the wall mount plate.

Note: Before you start to wall mount, make sure the telephone line cord is unplugged from the telephone wall socket and the coiled handset cord is unplugged from the base.

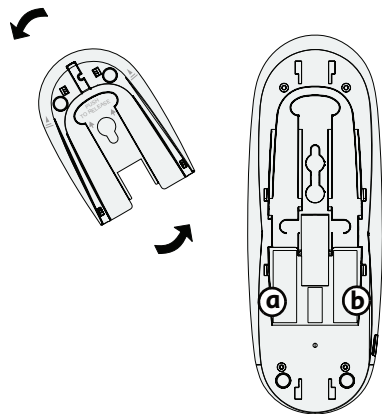
1. At the base, push and slide the handset tab upwards to remove it from the slot. Rotate the handset tab until the end with the hook is facing up. Slide the handset tab downwards back into its slot until it clicks into place.



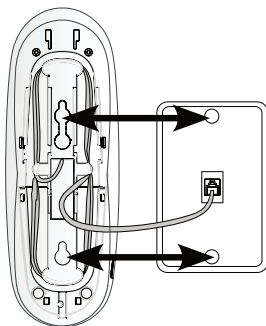
2. If in desk mount position; Hold the base with both hands, with the back of the base facing you. Slide the wall mounting bracket upwards until it detaches from the base.



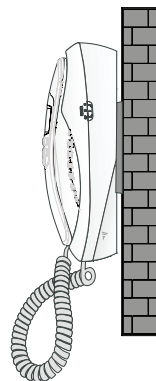
3. If in desk mount position; Rotate the bracket 180 degrees to the wall mount position. Insert the tabs on the bracket into the slots (a) and (b) on the lower portion of the base as indicated, then push the bracket upwards until it clicks into place.



4. Route the telephone line cord through the channel as indicated, then plug the other end of the telephone line cord into a telephone wall socket. Align the mounting holes on the base with the mounting studs on the wall mount plate. Push and slide the base downwards until the base is firmly seated on the mounting studs.



5. Replace the handset on the telephone base and re-plug the coiled handset cord into the base.



Note: To uninstall the wall mount, slide the base upwards then pull the base away from the wall mount plate. Return your Telstra T700 to its original state (before the wall mount installation) for desktop use.

WARNING

Do not place your Telstra T700 in the bathroom or other humid areas.

IMPORTANT

The telephone base must be plugged into the telephone socket at all times.

USING YOUR TELSTRA T700 ON A BROADBAND ADSL LINE?








If this product is to be used on a broadband ADSL line, please 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 and your Broadband service.



DATE AND TIME

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

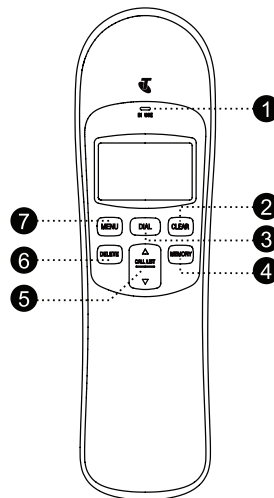
SET DATE AND TIME MANUALLY

1. Press **MENU** to select SET TIME/DATE.
2. Press **▲** or **▼** to set the hour (digits from 1 to 12) in 12 hours format. Press **DIAL** to confirm.
3. Press **▲** or **▼** to set the minutes (digits from 00 to 59). Press **DIAL** to confirm.

4. Press  or  to set the month (digits from 1 to 12). Press  to confirm.
5. Press  or  to set the date (digits from 1 to 31). Press  to confirm.
6. Press  to save the settings.

Note: The digits will scroll automatically if you press *and hold*  or  when programming the date and time.

GETTING TO KNOW YOUR PHONE



HANDSET BUTTONS (FRONT VIEW)

1. IN USE LED

Flashes quickly when there is an incoming call.

Flashes slowly when the telephone line cord is not plugged into a telephone wall socket or when another phone is using the line.

Off when in standby mode.

Steady when during a call.

2. CLEAR

In menu / editing mode, press to return to standby mode.

3. DISPLAY DIAL

Press to dial the entry currently displayed.

When setting the date and time, press to confirm the setting and go to the next field.

4. MEMORY

Press to store a number in a two-touch memory location.

5. CALL LIST

In menu mode, press to scroll up or down through the options.

In standby mode, press to open and move through the call list.

6. DELETE

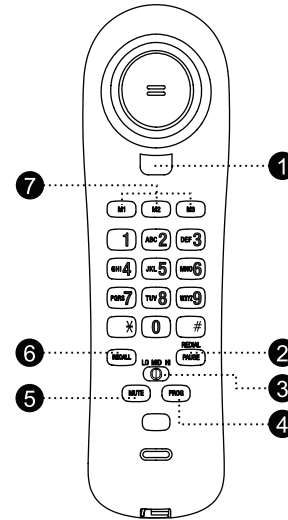
When viewing the call list, press to delete the entry currently displayed.

Press *and hold* to remove all entries in the call list.

7. MENU

In standby mode, press repeatedly to select a menu option.

In menu mode, press to save your settings and proceed to the next menu option.

**HANDSET BUTTONS (BACK VIEW)****1. SWITCH HOOK**

When held, the telephone is in standby mode.

When released, the telephone is in dial mode.

2. PAUSE / REDIAL

Press to redial the last number dialed.

When storing a number, press to insert a pause.

3. EARPIECE VOLUME

When on a call, slide to adjust earpiece volume to low (LO), middle (MID) or high (HI).



4. PROG



Program key to store numbers in a one-touch or two-touch memory location.

5. MUTE

When on a call, press *and hold* to mute the microphone.

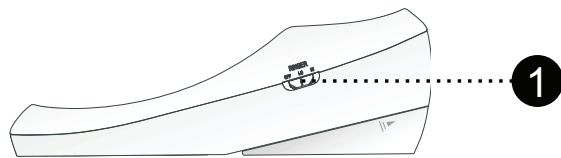
6. RECALL

When on a call and there is a second incoming call, press  and then press  to put the current call on hold and connect to the new call.

Press  and then press  to switch back to the original call.

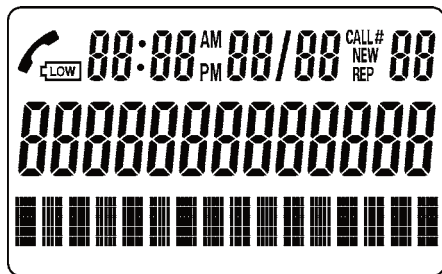
7. One-touch keys (M1/M2/M3)

Press to dial numbers stored in the one-touch keys.

BASE**1. Ringer volume**

Slide to adjust ringer volume to off (OFF), low (LO) or high (HI).

HANDSET DISPLAY



DISPLAY ICONS

Icons can be *on* (visible), *off* (not visible)

CALL# *On* – indicates the position of the entry in the call list.

NEW *On* – a new call received in the call list that is unreviewed.

REP *On* – indicates a repeat call from the same number.



On – when the telephone line cord is not plugged into a telephone wall socket or when another phone is using the line.



On – batteries power are low.

DISPLAY MESSAGES

REMOVE ALL? Remove all call list entries.

END OF LIST End of the call list is reached.

Pro Program a one-touch or two-touch memory.

LIFT RECEIVER Lift the handset to dial the entry currently displayed.

TOTAL XX The total number of calls received in the call list.

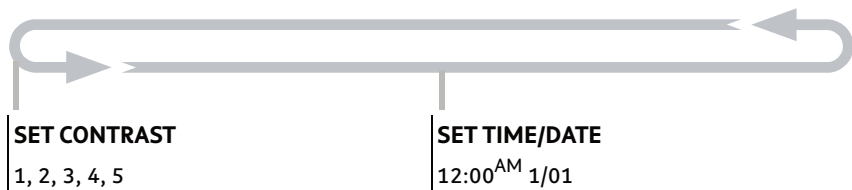
NEW XX The number of new missed calls that are unreviewed.

NAVIGATING THE MENUS

Your Telstra T700 has an easy to use menu system. Each menu has a list of options, as outlined on the following page. When the telephone is in standby mode:

1. Press **MENU** repeatedly to move through the available menu options.
2. Press **▲** or **▼** to adjust the settings for the menu option displayed.
3. Press **DIAL** to confirm the setting.
4. Press **MENU** to save the settings and proceed to the next menu option, or press **CLEAR** to exit the menu and return to standby mode.

MENU LAYOUT



USING THE PHONE

MAKE A CALL

1. Pick up the handset.
2. When you hear the dial tone, dial the number.

END A CALL

Put the handset back on the base cradle.

Call timer

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

RECEIVE A CALL

When there is an incoming call, the phone rings and IN USE LED flashes. The display will show the caller's number if it is not withheld and if you have subscribed to Telstra's Calling Number Display service.

1. Pick up the handset to answer the incoming call.

EARPIECE VOLUME

During a call, you can adjust the volume of the earpiece. There are 3 volume levels.

1. Slide the volume switch on the handset to adjust earpiece volume to low (LO), middle (MID) or high (HI).

RINGER VOLUME

Slide the RINGER switch on the right side of the telephone base to adjust the ringer volume to off (OFF), low (LO) or high (HI). When the ringer volume is set to OFF, the telephone will not ring when there is an incoming call. The display will still show the caller's number if you have subscribed to Telstra's Calling Number Display service unless the number is withheld.

MUTE

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

1. Press *and hold* **MUTE** while in the call. Your caller will not be able to hear you.
2. Release **MUTE** to unmute the call.

REDIAL NUMBER

The last number dialled (up to 32 digits) is stored in the redial memory automatically.

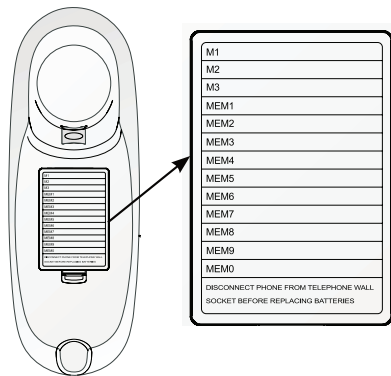
REDIAL THE LAST NUMBER CALLED

1. Pick up the handset.
2. When you hear dial tone, press **PAUSE** on the handset.

MEMORY

You can store up to 13 (3 one-touch and 10 two-touch) telephone numbers in the memory locations for quick dialling. Each memory location can store a number that is up to 32 digits. You can write the number and name information on the directory card attached on the base.

Important Note: Numbers stored in the memory locations will be lost if the telephone line cord is unplugged from the telephone wall socket and if there is no battery power for more than 10 minutes.



STORE A NUMBER IN A ONE-TOUCH MEMORY LOCATION

You can store up to 3 telephone numbers in one-touch memory locations M1, M2 or M3.

1. Pick up the handset and press **PROG**.
 2. Enter the number you want to store.
- OR

Press **PAUSE** to store the last number dialled.

3. Press a one-touch key (**M1**, **M2** or **M3**) where you want the number to be stored.

Note: When storing the number, press **PAUSE** if you need to enter a pause.

Note: If you do not press any key in 10 seconds, the telephone will return to standby mode.

DIAL A NUMBER STORED IN A ONE-TOUCH MEMORY LOCATION

1. Pick up the handset.
2. When you hear the dial tone, press a one-touch key (**M1**, **M2** or **M3**) where the number is stored.

MEMORY

VIEW A NUMBER STORED IN A ONE-TOUCH MEMORY LOCATION

1. Pick up the handset. Press *and hold* the switch hook on the handset.
2. Press a one-touch key (**M1**, **M2** or **M3**). The number stored in the one-touch memory location is displayed on the screen.

STORE A NUMBER IN A TWO-TOUCH MEMORY LOCATION

You can store up to 10 telephone numbers in two-touch memory locations 0 to 9.

1. Pick up the handset and press **PROG**.
 2. Enter the number you want to store.
- OR

Press **PAUSE** to store the last number dialled.

3. Press **MEMORY**, then press a number key (**0** to **9**) where you want the number to be stored.

Note: When storing the number, press **PAUSE** if you need to enter a pause.

Note: If you do not press any key in 10 seconds, the telephone will return to standby mode.

DIAL A NUMBER STORED IN A TWO-TOUCH MEMORY LOCATION

1. Pick up the handset.
2. When you hear dial tone, press **MEMORY**.
3. Press a number key (**0** to **9**) where the number is stored.

VIEW A NUMBER STORED IN A TWO-TOUCH MEMORY LOCATION

1. Pick up the handset. Press *and hold* the switch hook on the handset.
2. Press **MEMORY**, then press a number key (**0** to **9**). The number stored in the two-touch memory location is displayed on the screen.

SETTINGS

DISPLAY CONTRAST

This feature allows you to adjust the display brightness to a comfortable level, from 1 (light) to 5 (dark).

1. Press **MENU** to select SET CONTRAST.
2. Press **▲** or **▼** to select the desired screen contrast level (1-5).
3. Press **MENU** to save the setting and proceed to the next menu option.

DATE AND TIME

If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically when you receive your first call. The date and time is recorded with each call you receive. If you have not subscribed to Telstra's Calling Number Display Service, you can set the date and time manually.

SET DATE AND TIME MANUALLY

1. Press **MENU** repeatedly to select SET TIME/DATE.
2. Press **▲** or **▼** to set the hour (digits from 1 to 12) in 12 hours format. Press **DIAL** to confirm.
3. Press **▲** or **▼** to set the minutes (digits from 00 to 59). Press **DIAL** to confirm.
4. Press **▲** or **▼** to set the month (digits from 1 to 12). Press **DIAL** to confirm.
5. Press **▲** or **▼** to set the date (digits from 1 to 31). Press **DIAL** to confirm.
6. Press **MENU** to save the settings.

Note: The digits will scroll automatically if you press and hold **▲** or **▼** when programming the date and time.

TELSTRA NETWORK SERVICES*

*Subscription and / or usage charges 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 withheld) prior to answering the call.

CALL LIST

When Telstra's Calling Number Display is active on your service, incoming calls will be saved in the telephone's Call list. Your phone can store up to 80 answered and unanswered calls with date / time information in the call list. The number will be shown on the display when the phone is ringing.

When there is new call information (including missed and unreviewed calls), "TOTAL XX NEW XX" will display.

CALL LIST DISPLAY SCREEN MESSAGES

PRIVATE	The caller number is private.
UNAVAILABLE	The caller's number is unavailable.

When the list is full, and a new call is received, the oldest entry will be deleted automatically. The call list can hold numbers of up to 13 digits. If the number has more than 13 digits, only the last 13 digits will be displayed and stored in the call list.

IMPORTANT

To use Telstra's Calling Number Display service, you must first subscribe to the service from Telstra. For more information on Telstra Network Services call Telstra on 13 22 00.

VIEW CALL LIST

The calls received are stored in the call list in a reverse chronological order with the most recent call being displayed first.

1. Press **▲** or **▼** to view the entries in the call list.

Note: If there are no numbers in the call list or if the end of the call list is reached, the display will show "END OF LIST".

DIAL FROM THE CALL LIST

1. Press **▲** or **▼** to select an entry in the call list.
2. Press **DIAL**. The display will show "LIFT RECEIVER".
3. Pick up the handset. The number will dial out automatically.

Note: If you do not pick up the handset in 10 seconds after the screen displays "LIFT RECEIVER", the telephone will return to standby mode.

STORING A CALL LIST ENTRY INTO A ONE-TOUCH MEMORY LOCATION

1. Pick up the handset.
2. Press **▲** or **▼** to select an entry in the call list.
3. Press **PROG**.
4. Press a one-touch key (**M1**, **M2** or **M3**) where you want the number to be stored.

STORING A CALL LIST ENTRY INTO A TWO-TOUCH MEMORY LOCATION

1. Pick up the handset.
2. Press **▲** or **▼** to select an entry in the call list.
3. Press **PROG**.

4. Press **MEMORY**, then press a number key (**0** to **9**) where you want the number to be stored.

DELETE AN ENTRY IN THE CALL LIST

1. Press **▲** or **▼** to select an entry in the call list.
2. Press **DELETE** to delete the entry currently displayed.

DELETE THE ENTIRE CALL LIST

1. Press **▲** or **▼** to enter the call list.
2. Press *and hold* **DELETE** to delete all the entries in the call list. The display will show "REMOVE ALL?".
3. Press **DELETE** again to confirm. The display will show "END OF LIST", and the telephone will return to standby mode automatically.

CALL WAITING

Telstra's Call Waiting feature lets you answer a second call while placing your first caller on hold. When you hear the Call Waiting beeps:

1. Press **RECALL** and then press **ABC2** to put your current call on hold and answer the new call.
2. Press **RECALL** and then press **ABC2** anytime to switch back and forth between calls.

HELP**PHONE DOES NOT WORK**

- Check to see if the batteries have been installed correctly. See page 9.
- Check to see if the telephone line cord is plugged firmly into the telephone wall socket. See page 9.
- Disconnect the telephone base from the telephone wall socket and connect it to a working telephone. If it still does not work, the problem is either in the wiring or with the telephone network service. Contact your telephone service provider.

NO DIAL TONE

- Check to see if the telephone cord of the base is plugged into the telephone wall socket.
- Check to see if the coiled handset cord is plugged firmly into the handset and the base.
- Make sure the switch hook is not held.
- Disconnect the telephone base from the telephone wall socket and connect it to a working telephone. If there is still no dial tone, the

problem is either in the wiring or with the telephone network service. Contact your telephone service provider.

CANNOT DIAL OUT OR RECEIVE CALLS

- Make sure there is a dial tone before dialling.
- Check that all the telephones connected to the same telephone line are hung up.
- If the other telephones in your home are experiencing the same problem, the problem is either in the wiring or with the telephone network service. Contact your telephone service provider.

YOU HAVE A DIAL TONE, BUT THE PHONE WILL NOT DIAL OUT

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

TELEPHONE DOES NOT RING

- The ringer volume may be switched off. See page 23.
- Check to see if the telephone line cord is plugged firmly into the telephone wall socket. See page 9.
- There may be too many extension telephones on the same telephone line to allow all of them to ring simultaneously. Try unplugging one telephone at a time until the phones start ringing.
- If the other telephones in your home are experiencing the same problem, the problem is either in the wiring or with the telephone network service. Contact the telephone service provider.

NO DISPLAY

- The batteries may be flat. Replace the batteries.
- Check to see if the telephone line cord is plugged firmly into the telephone wall socket. See page 9.
- Make sure you are using only AA alkaline batteries.

- Check to see if the batteries are inserted in the correct polarity orientation. See page 9.

BUZZING NOISE ON MY TELEPHONE OR ON OTHER ELECTRICAL EQUIPMENT NEARBY

- Sometimes your Telstra T700 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra T700 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.
- If you have an ADSL internet service, ensure correct filters are installed to prevent interference.

YOU HEAR OTHER CALLS WHEN USING THE TELEPHONE

- Disconnect the telephone base from the telephone wall socket. Plug in a different telephone. If you still hear other calls, the problem is either in the wiring or with the telephone network service. Contact your telephone service provider.

NO CALLING NUMBER DISPLAY

- Check if you have subscribed to Telstra's Calling Number Display service. See page 27.
- The caller may have withheld their number.
- The Calling Number Display information will be displayed between the first or second ring. Calling Number Display data may not be displayed on your phone if you answer a call at or before the second ring.
- If you have an ADSL internet service, ensure correct filters are installed to prevent interference.

CUSTOMER HELPLINE

If you are still experiencing difficulties please call TechHelp on 1300 369 193 or email tcpsupport_au@vtech.com.

GENERAL INFORMATION

TAKING CARE OF YOUR TELEPHONE

Your corded telephone contains sophisticated electronic parts, so it must be treated with care.

AVOID ROUGH TREATMENT

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

AVOID WATER

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

ELECTRICAL STORMS

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

CLEANING YOUR TELEPHONE

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in the water. If the telephone base should fall into the water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE TELEPHONE LINE.**

ENVIRONMENTAL

- Do not expose to direct sunlight.
- The product may heat up 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 fibre, or place it in locations preventing the free flow of air over its surface.

GENERAL INFORMATION

- 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 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 TechHelp Information Line on 1300 369 193.

REPLACEMENT BATTERIES

Use only AA 1.5V alkaline non-recharge batteries (Duracell MN1500 or equivalent).

Under normal operating conditions batteries should have approximately 5 months operating life.

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 Vtech 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 13 22 00 for residential or 13 20 00 for business.

Voluntary Product Warranty

In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 12 months from date of purchase.

VTech do not warrant that the product will be free from defects if

defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, VTech will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty you must call the TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process.

CUSTOMER SERVICE & PRODUCT WARRANTY

You will need to ensure that:
You provide proof of purchase;
Your product is suitably packaged (original packaging is not required); and
You have included all components from the original purchase.

For your records

Date of purchase:

Place of purchase:

Serial number:

For Voluntary Product Warranty purposes proof of purchase is required so please keep your receipt.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:
VTech Telecommunications
(Australia) Pty Ltd ABN 70 136 672 627
Address: 24 Gilby Road,
Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS - PLEASE CONTACT TECHHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193

Email address:
tcpsupport_au@vtech.com

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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