

# Telstra V850a

## Cordless Telephone User Guide



This telephone has been designed for ease of use.  
Please read the instructions in *(Setting up the Telstra V850a)*  
and keep it handy for future reference.



If you have any problems with your phone, refer  
to the Help section of this User Guide.

**Telstra**

# Introduction to your Telstra V850a Digital Cordless Telephone / Integrated Digital Answering Machine

- Phonebook - lets you store up to 50 names and numbers for easy dialling.
- Calling Number Display - lets you see who's calling. Your phone stores details of the last 20 callers in a Calls list.
- Handsfree facility allows you to talk to callers without holding the handset.
- Integrated Digital Answering Machine

## 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 V850a provides:

- Digital clarity
- Digital range
- Digital security

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?

IF YOU HAVE ANY PROBLEMS SETTING UP OR USING YOUR TELSTRA V850a, 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).

If it is necessary to have the product serviced, the Customer Service Representative will inform you of the product return process.

You may also find assistance in the Help section at the end of this user guide.

## Hearing aid?

Please note that the Telstra V850a works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise

## Got everything?

- Telstra V850a handset
- Telstra V850a base (with desk/table bracket)
- 1 x NiMH battery pack
- Mains power adaptor
- Telephone line cord

If you have purchased a Telstra V850a multi handset pack you will also have the following for each additional handset:

- Telstra V850a handset
- Telstra V850a charger
- 1 x NiMH battery pack
- Mains power adaptor (for the charger)

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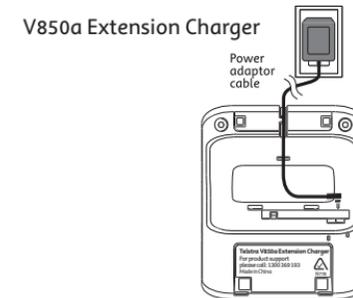
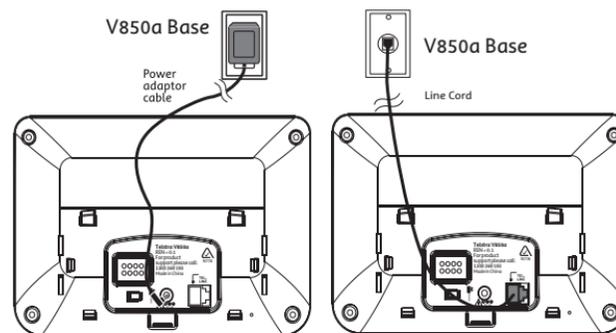
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## Setting up your Telstra V850a

The position in which you place the base can have an effect on the range and performance of your Telstra V850a.

### Connecting the base

1. Place the base within reach of the telephone line and electrical power sockets.
2. Plug the line cord and the power cable to the sockets at the back of the base as shown below, and secure cords in the cable clamps provided in the base.



3. Plug the other end of the line cord and power cable in to the telephone wall socket and mains power socket.

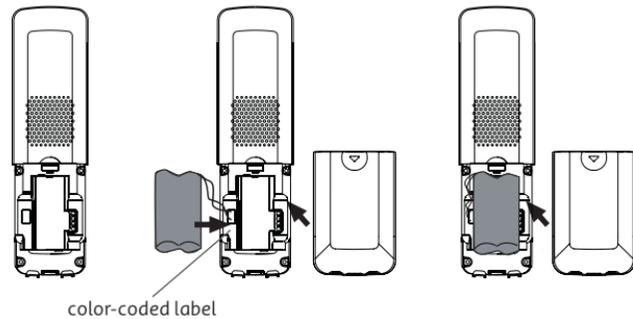
**NOTE** Connect the line cord to the line adaptor before plugging it into the line socket if required.

**TIP** Avoid placing the base too close to large metal objects such as filing cabinets, radiators or electrical appliances. This can impair the range and sound quality. Buildings with thick internal and external walls may impair transmission of signals to and from the base.

**WARNING** The base does not have an ON/OFF switch. Power is applied when the power adaptor is plugged into the unit and connected to the electrical power socket. The only way to power down the unit is to unplug the power adaptor from the electrical power socket. Therefore, ensure that the electrical power socket is easily accessible.

### Install handset battery

1. Remove the battery compartment cover and align the two holes in the plug with the socket pins according to the colour-coded label in the battery compartment, then snap the plug into place.
2. Place the battery into the compartment.
3. Position the battery compartment cover and slide it upwards until it clicks into place.
4. Put the handset on the telephone base to charge the new battery for at least 16 hours. The battery may have enough charge for short calls. For best performance, charge for at least 16 hours.



You can keep the battery charged by returning the handset to the telephone base after each use. When the battery power is fully depleted, a full recharge takes about 16 hours.

For further information on batteries, please see the Battery section on page 40.

If the handset will not be used for a long period of time, remove the battery to prevent possible leakage.

To purchase replacement batteries, please call TechHelp on 1300 369 193.

### Battery Life

After the battery is fully charged for 16 hours, you can expect the following performance:

Operation	Operating time
While in use (talking)	Approximately 10 hours
While not in use (idle*)	Approximately 100 hours

\*Handset is off the telephone base but not in use.

The battery needs charging when:

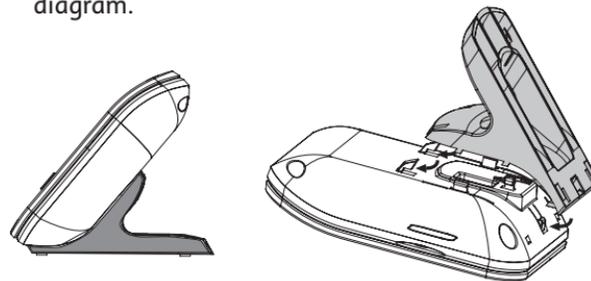
- A new battery is installed in the handset.
- Battery indicator on screen is flashing.
- The handset does not turn on.

### Desk/table bracket installation

The telephone base comes with a desk/table bracket.

#### To install the bracket

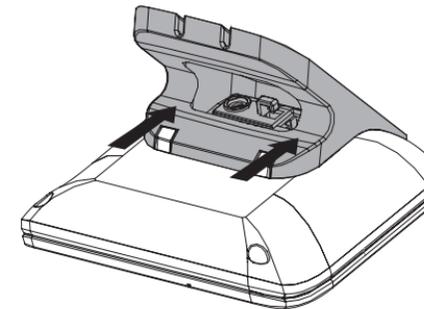
1. Align the tabs of the bracket with the slots at the bottom of the telephone base as shown in the diagram.



2. Slide the bracket towards the centre of the telephone base until it clicks into place.

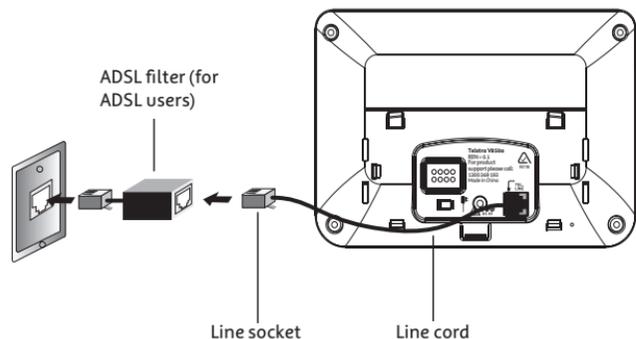
#### To remove the bracket

Push the bracket away from the telephone base as shown below. Do not remove the bracket by force to avoid breakage of the tabs.

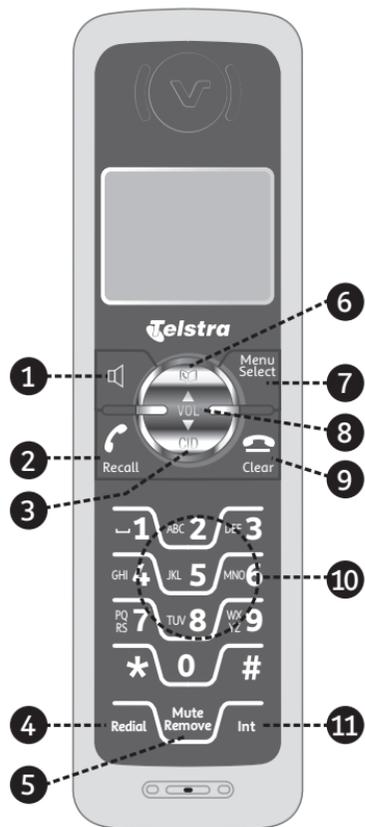


### If you subscribe to an ADSL service

If you receive broadband internet through your telephone line (commonly referred to as DSL or ADSL), and you are experiencing interference during telephone conversations and/or your Calling Number Display features are not functioning properly (if you have subscribed to that service), install an ADSL filter to the telephone line between the telephone base and the telephone wall socket. Contact your ADSL service provider for filter information.



## Getting to know your Telstra V850a



### Telstra V850a handset

#### 1. Handsfree/speakerphone

Enter and exit handsfree mode

#### 2. Talk/Recall

Answer an incoming call or obtain a dial tone during idle mode. Recall is used to access Telstra network services.

#### 3. Down/CID (Calls)

Enter the Calls List from idle mode or decrease the earpiece volume during a call. Scroll through options from on screen menus.

#### 4. Redial

Go to the redial list when in idle mode.

#### 5. Mute/Remove

Mute the microphone during a call. Press **remove** when entering information to remove incorrect entries.

#### 6. UP/Phonebook

Scroll through options from on screen menus. Enter the Phonebook.

#### 7. Menu/Select

Enter the phone menu from idle mode. Select items when in the menu.

#### 8. Volume UP/DOWN

To increase or decrease the earpiece volume during a call. Scroll through options from on screen menus

#### 9. End/Clear

Hang up a call. Go back one level in the menu. Press and *hold* when in the menu takes back to the idle screen.

#### 10. Alpha/Numeric keypad.

#### 11. Int.

Intercom to other registered handsets.

## Handset icons



- Illuminates when the ringer is muted.



- Cycles (low, medium, and full) when handset battery is charging.
- Flashes when the battery power is low.

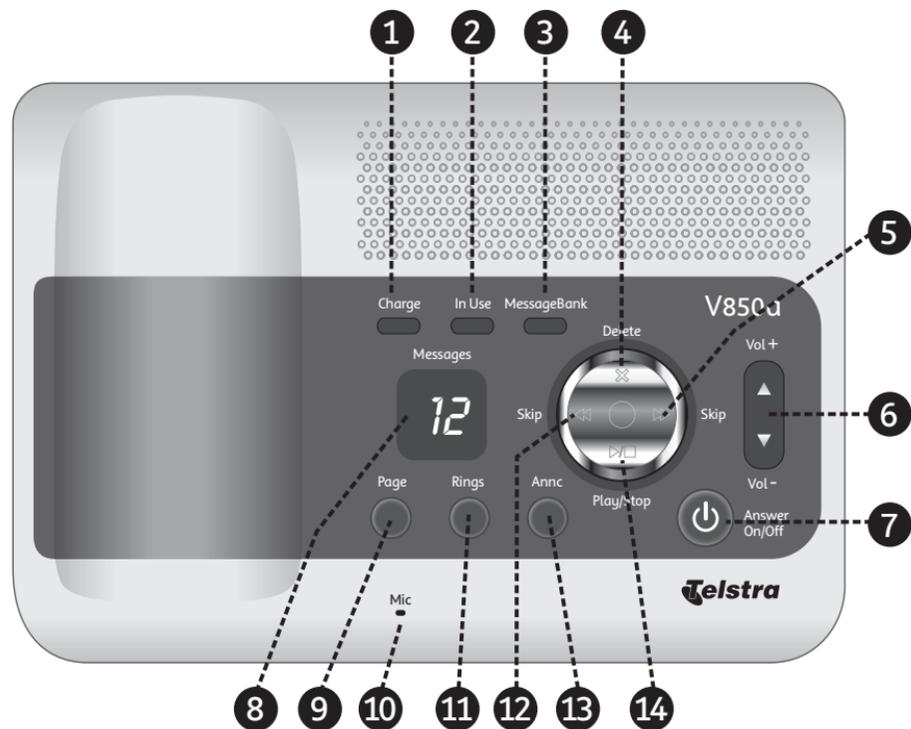
## Handset display screen messages

Display:	When:
CALL	There is an incoming call.
CHARGING	A handset with a battery that is not fully charged has been placed on the telephone base.
SEARCHING...	The cordless handset is searching for the telephone base.
EMPTY	There are no entries in the call log, Phonebook, or redial list.
ENDED	You have just ended a call.
FULL	The Phonebook is full.
LINE IN USE	Another handset connected to the same line is in use.
LOW BATTERY	The battery needs to be recharged.
MUTE	The microphone is muted temporarily during a conversation.
NEW	There are un-reviewed calls in the call log.
NEW VOICEMAIL	There is new voicemail message on Telstra Home Messages 101® or MessageBank®.
NOT AVAILABLE	There is no line or the handset is out of range from the telephone base. -OR- If one handset is already viewing the call log and another handset attempts to review it.
NO LINE	There is no telephone line connected.
PAGING	The handset locator has been activated or the handset is being paged.

Display:	When:
PHONE	The handset is in use.
PLACE IN CHARGER	The battery is very low. The handset should be placed on the telephone base to recharge.
WARNING CHECK BATTERY!	The battery is not installed or not installed properly in the handset. -OR- The battery needs to be replaced. -OR- An incorrect battery has been installed by mistake. Use only the supplied battery, or equivalent.

## Call log display screen messages

Display:	When:
PRIVATE	The caller has withheld their number
UNAVAILABLE	The number is not available
PAYPHONE	The caller is ringing from a payphone



### Telstra V850a base

1. Charge LED
2. In use LED
3. MessageBank LED
4. Delete
5. Skip forward
6. Volume+/-
7. Answer On/Off
8. Message indicator
9. Page button
10. Microphone
11. Rings button
12. Skip backward
13. Announce button
14. Play/Stop

### Telephone base lights

IN USE	Flashes when there is an incoming call. On when the handset is in use.
MESSAGEBANK	Flashes when there is a new message on your Telstra Home Messages 101® or MessageBank® service.
CHARGE	On when the handset is in the telephone base.

### Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	1.88GHz to 1.9GHz
Channels	10
Size	Handset: 170.9mm X 48.1mm X 25.8mm Telephone base: 129.5mm X 123.8mm X 95.0mm
Weight	Handset: 131.0 grams (including battery) Telephone base: 181.6 grams
Power requirements	Handset: DC2.4V 600mAh NiMH battery Telephone base: DC6V @ 600mA, Extension base: DC6V @ 200mA.
Memory	Handset Phonebook: 50 memory locations; up to 24 digits and 15 characters Handset call log: 50 memory locations; up to 20 digits and 15 characters

## Navigating the handset

Press  / **Clear** at anytime to return to the previous screen. Press and hold  / **Clear** at anytime to exit the menu.

## Date and time

1. Press  to display menu when in idle mode.
2. Press  or  to reach DATE/TIME. Press .
3. Press  to select DATE/TIME. Press .
4. Use the keypad to set the date. Press .
5. Use the keypad to set the time. Press  or  to select a.m. or p.m. Press .
6. The screen displays STORED and you'll hear a confirmation beep.

When entering the date or time, a zero must be entered first when entering a single digit (i.e. if the time is 6:08, you must enter 0608).

## Ring melody

There are ten handset ringer melodies to choose from.

1. Press  to display menu when in idle mode.
2. Press  or  to reach SETUP HS. Press .
3. Press  or  to reach RING MELODY. Press , a checkmark is shown next to the current ring melody.
4. Press  or  to scroll through the choices and a sample of each ring melody will be played. Press .
5. The screen displays STORED and you'll hear a confirmation beep.

## Ring volume

The handset ringer volume can be adjusted from five available levels.

1. Press  to display menu when in idle mode.
2. Press  or  to reach SETUP HS. Press .
3. Press  or  to reach RING VOLUME. Press .
4. Press  or  to scroll through the choices and a sample of each ring volume will be played.
5. Press  to confirm. The screen displays STORED and you'll hear a confirmation beep.

The handset will not ring when the ringer volume is at the lowest setting. A ringer off icon will be displayed.

While the telephone is ringing, you can temporarily silence the ringer by pressing  / **Clear** or .

A ringer off icon will be displayed. The next call will ring normally.

## Tones

### Battery low tone

The handset is preset to beep when the battery level is low. It can be turned off. To turn it off:

1. Press  to display the menu when in idle mode.
2. Press  or  to reach SETUP HS. Press .
3. Press  or  to reach TONES. Press .
4. Press  or  to reach BATTERY LOW. Press .
5. A checkmark is shown next to the current selection. Press  or  to choose ON or OFF. Press .
6. The screen displays STORED and you'll hear a confirmation beep.

## Out of range tone

The handset will beep during a conversation when it is out of range from the telephone base. This tone is preset to On, but can be turned off. To turn it off:

1. Press  to display the menu when in idle mode.
2. Press  or  to reach SETUP HS. Press .
3. Press  or  to reach TONES. Press .
4. Press  or  to reach OUT OF RANGE. Press .
5. A checkmark is shown next to the current selection. Press  or  to choose ON or OFF. Press .
6. The screen displays STORED and you'll hear a confirmation beep.

## Key beep

The handset is preset to beep whenever any button is pressed. To change this setting:

1. Press **Menu Select** to display the menu when in idle mode.
2. Press **▲** or **▼** to reach **SETUP HS**. Press **Menu Select**.
3. Press **▲** or **▼** to reach **TONES**. Press **Menu Select**.
4. Press **▲** or **▼** to reach **KEY BEEPS**. Press **Menu Select**.
5. A checkmark is shown next to the current selection. Press **▲** or **▼** to select or Press **Menu Select**.
6. The screen displays **STORED** and you'll hear a confirmation beep.

## Handset name

Press **☎** / **Clear** at anytime to return to the previous screen. Press and hold **☎** / **Clear** at anytime to exit the menu.

## Edit handset name

1. Press **Menu Select** to display the menu when in idle mode.
2. Press **▲** or **▼** to reach **SETUP HS**. Press **Menu Select**.
3. Press **▲** or **▼** to reach **HANDSET NAME**. Press **Menu Select**.

Press **Mute Remove** to backspace and erase characters. Press and hold **Mute Remove** to delete the entire entry. Press **✳** to alternate between uppercase and lowercase.

4. Use the keypad to enter characters (see the chart on page 22). Press **Menu Select**.
5. The screen displays **STORED** and you'll hear a confirmation beep.

A handset name can be up to 14 characters only.

## Base Ring Melody

There are 6 base ringer melodies to choose from.

1. Press **Menu Select** to display menu in idle mode.
2. Press **▲** or **▼** to reach **SETUP BS**. Press **Menu Select**.
3. Press **▲** or **▼** to reach **BS MELODY**. Press **Menu Select**.  
A checkmark is shown next to the current ring melody.
4. Press **▲** or **▼** to scroll through the choices and a sample of each ring melody will be played. Press **Menu Select**.
5. The screen displays **STORED** and you'll hear a confirmation beep.

## Base Ringer Volume

The base ringer volume can be adjusted from nine available levels.

1. Press **Menu Select** to display menu when in idle mode.
2. Press **▲** or **▼** to reach **SETUP BS**. Press **Menu Select**.
3. Press **▲** or **▼** to reach **BS RINGER VOL**. Press **Menu Select**.
4. Press **▲** or **▼** to scroll through the choices and a sample of each ringer volume will be played. Press **Menu Select** to select level.
5. The screen displays **STORED** and you'll hear a confirmation beep.

## Reset to default settings

The handset and the telephone base can be individually reset to their default settings by selecting **RESET** in the **SETUP HS** or **SETUP BS** menus respectively.

1. Press **Menu Select** to display menu when in idle mode.
2. Press **▲** or **▼** to reach **SETUP HS** or **SETUP BS**. Press **Menu Select**.
3. Press **▲** or **▼** to reach **RESET**. Press **Menu Select**.
4. The screen displays **RESET ?**. Press **Menu Select** to confirm or **Clear** to exit to previous menu.
5. If selection is confirmed, the screen displays **STORED** and you'll hear a confirmation beep.

When the handset or telephone base settings are reset to default, all items stored in memory will be deleted. This includes the call log entries.

# Using your Telstra V850a

## To make a call

1. Press or , then use the keypad to dial a number.
- OR-

Use the keypad to dial a number (press to make corrections) and then press or .

## To answer a call

Press , or any dialling keys (0 to 9, \*, or #) to answer an incoming call.

## To end a call

Press / **Clear** or put the handset back on the telephone base to end a call.

The call timer will be activated during a call to show call duration.

**NOTE** Press or to adjust the listening volume during a call.

## Speakerphone

1. Press to alternate between speakerphone and normal handset use, or to make or answer a call on speakerphone.

## Mute

1. Press on the handset to silence the microphone during a conversation. You can still hear the caller but the caller cannot hear you. The screen displays MUTE
2. Press again to resume call.

## Find handset

1. Press **Page** on the telephone base to locate the handset when in idle mode. The handset will ring and PAGING will flash on its screen.
2. Press **Page** again or put the handset back on the telephone base to stop the paging tone.

# Using your Telstra V850a

## Phonebook

The Phonebook can store up to 50 entries. Each entry may consist of a number up to 24 digits and a name up to 15 characters.

**NOTE:** When in the Phonebook, the screen displays EMPTY if there is no record in the Phonebook. The screen displays FULL if the Phonebook is full.

## Review the Phonebook

### Method 1

1. Press to enter the Phonebook.
  2. Press or to browse and press / **Clear** to exit.
- OR-

### Method 2

1. Press to display menu when in idle mode.
2. Press or to reach PHONEBOOK. Press .
3. Press or to reach REVIEW. Press .
4. Press or to browse and press / **Clear** to exit.

## Search the Phonebook

Entries are sorted alphabetically and names beginning with numbers are listed first.

An alphabetical search can be done after entering the Phonebook. Enter the first letter of the name using the chart on page 22. The first name beginning with that letter will be displayed.

For example, press **5** (JKL) *once* to find Jenny, *twice* to find Kristen, or *three* times to find Linda.

You can search the Phonebook by pressing or on the handset.

## Store a Phonebook entry

1. Press *twice* to enter the Phonebook.
2. Press or to reach STORE and then press .
3. The screen displays ENTER NUMBER. Use the keypad to enter the number and then press .
4. The screen displays ENTER NAME. Use the keypad to enter the characters and then press .
5. The screen displays STORED and you'll hear a confirmation beep.

## Character chart

Use the keypad and the chart on the next page to enter a name (up to 15 characters). Each press of a particular key causes the characters to be displayed in the following order:

Press **\*** repeatedly to alternate between uppercase and lowercase when entering characters.

Number Key	Characters by number of key presses						
	1	2	3	4	5	6	7
<b>-1</b>	space/1	*	?	!	/	(	)
<b>2</b>	A	B	C	2			
<b>3</b>	D	E	F	3			
<b>4</b>	G	H	I	4			
<b>5</b>	J	K	L	5			
<b>6</b>	M	N	O	6			
<b>7</b>	P	Q	R	S	7		
<b>8</b>	T	U	V	8			
<b>9</b>	W	X	Y	Z	9		
<b>0</b>	0						
<b>*</b>	Uppercase/lowercase						
<b>#</b>	#	,	,	-	.	&	

- Press **Mute Remove** to backspace and erase a single character.
- Press and **hold Mute Remove** to delete the entire entry.
- Press and **hold Redial** to insert a dialling pause (F will be displayed) when entering a telephone number.

## Dial a Phonebook entry

### Method 1

1. Press **☰** to enter the Phonebook.
2. Press **▲** or **▼** to scroll to the desired entry, or use the alphabetical search to find it.
3. Press **☎** or **📞** to dial.

-OR-

### Method 2

1. Press **Menu Select** to display menu when in idle mode.
2. Press **▲** or **▼** to reach PHONEBOOK. Press **Menu Select**.
3. Press **▲** or **▼** to reach REVIEW. Press **Menu Select**.
4. Press **▲** or **▼** to scroll to the desired entry, or use the alphabetical search to find it.
5. Press **☎** or **📞** to dial.

## Edit an entry in the Phonebook

1. Press **☰** once or **Menu Select** three times to enter the Phonebook.
2. Press **▲** or **▼** to scroll to the desired entry or use the alphabetical search to find the number. Press **Menu Select**.
3. The screen displays ENTER NUMBER. Use **Mute Remove** and the keypad to edit the number and press **Menu Select**.
4. The screen displays ENTER NAME. Use **Mute Remove** and the keypad to edit the name and then press **Menu Select**.
5. The screen displays STORED and you'll hear a confirmation beep.

Press **☎** / **Clear** to return to the previous screen.

Press and **hold ☎** / **Clear** to exit the menu at anytime.

## Delete from the Phonebook

1. Press **☰** once or **Menu Select** three times to enter the Phonebook.
2. Press **▲** or **▼** to scroll to the desired entry.
3. Press **Mute Remove**.
4. The screen displays DELETED and you'll hear a confirmation beep.

## To delete all entries

1. Press **☰** once or **Menu Select** three times to enter the Phonebook.
2. Press and **hold Mute Remove**.
3. The screen displays DELETE ALL? Press **Menu Select**.
4. The screen displays DELETED and you'll hear a confirmation beep.

# Telstra network services

The Telstra V850a supports the following network features.

## Flashing Message Indicator (FMI)

The Telstra V850a is designed to provide visual message indication (a flashing red indicator). To arrange the connection to the Flashing Message Indicator feature, simply call Telstra on 13 2200 . When a message is left in your Telstra Home Messages 101® or MessageBank® service, a signal is sent to your telephone and the red indicator will flash on the base and the words NEW VOICEMAIL will be displayed on the handset. The red indicator will stop flashing and the NEW VOICEMAIL display will be deleted a short time after you have listened to your new messages.

## Calling Number Display

If you have subscribed to Calling Number Display\*, and provided the caller's number is not withheld, the number (or name if stored in the Phonebook) of the caller will be displayed together with the date & time of the call. With some incoming calls, if the telephone number is not available, the handset will display the

following explanations:

UNAVAILABLE - the number is not available

PRIVATE - the caller has withheld their number

PAYPHONE - the caller is ringing from a payphone

## Call log

The information of the caller will be displayed if you subscribe to Calling Number Display\*.

- The call log can store up to 50 entries. Each entry may consist of a number up to 20 digits and a name up to 15 characters. If the number consists of more than 20 digits, the last 20 digits will be displayed and stored. If the name consists of more than 15 characters, the first 15 characters will be displayed and stored.
- Entries are displayed in chronological order with the newest entry first.
- When the call log is full, the oldest entry will be deleted to make room for the new incoming call information.
- When in the call log, the screen displays EMPTY if there is no record in the call log.

## Telstra network services

- The screen displays NEW in standby mode if there are new call log entries (missed and unread calls).
  - Duplicate or anonymous calls - no calling number information will be stored in the call log.
- \* Charges apply

## Review the call log

1. Press **CID** to enter the call log.

-OR-

Press **Menu Select** . Press **▲** or **▼** to select **CALL LOG**.

2. Press **Menu Select** and then press **▲** or **▼** to browse through the entries.

3. The name (if available), number, date and time of the incoming call are displayed on the screen.

**NOTE:** The time is automatically set and updated with incoming calling number information, if you subscribe to this service\*.

\* Charges apply

## Dial a call log number

1. Press **CID** to enter the call log.

-OR-

Press **Menu Select** . Press **▲** or **▼** to select **CALL LOG**.

2. Press **▲** or **▼** to scroll to the desired entry.

3. Press **☎** or **📞** to dial.

## Store a call log number

1. Press **CID** to enter the call log.

-OR-

Press **Menu Select** . Press **▲** or **▼** to select **CALL LOG**.

2. Press **Menu Select** and then press **▲** or **▼** to scroll to the desired entry.

3. Press **Menu Select** and the screen displays **ENTER NAME**.

4. Use the keypad to enter the name then press **Menu Select**.

5. The screen displays **STORED** and you'll hear a confirmation beep.

## Delete from the call log

Press **CID** to enter the call log.

-OR-

Press **Menu Select** . Press **▲** or **▼** to select **CALL LOG**, then press **Menu Select** .

### To delete one entry

Press ▲ or ▼ to scroll to the desired entry and then press **Mute Remove**. The screen displays DELETED and you'll hear a confirmation beep.

### To delete all entries

2. Press and hold **Mute Remove** when in the call log.
3. The screen displays DELETE ALL? Press **Menu Select**.
4. The screen displays DELETED and you'll hear a confirmation beep.

Press **Phone** / **Clear** to return to the previous screen. Press and hold **Phone** / **Clear** to exit the menu at anytime.

### Redial

The redial list can store up to 10 of the most recently dialled numbers.

When there are already 10 entries in the redial list, the oldest entry will be deleted to make room as you place additional calls.

When in the redial list, the screen displays EMPTY if there are no records in the list.

### Review redial

1. Press **Redial** to enter the redial list.
2. Press ▲ or ▼ to browse through the entries.

### Store a redial number to the Phonebook

1. Press **Redial** to enter the redial list.
2. Press ▲ or ▼ to scroll to the desired entry. Press **Menu Select**.
3. The screen displays ENTER NAME.
4. Use the keypad to enter the name and then press **Menu Select**.
5. The screen displays STORED and you'll hear a confirmation beep.

### Dial from redial

1. Press **Redial** to enter the redial list.
2. Press ▲ or ▼ to scroll to the desired entry.
3. Press **Phone** or **Speaker** to dial.

### Delete from redial

1. Press **Redial** to enter the redial list.

### To delete one entry

2. Press ▲ or ▼ to scroll to the desired entry and then press **Mute Remove**.
3. The screen displays DELETED and you'll hear a confirmation beep.

### To delete all entries

1. Press and hold **Mute Remove**.
  2. The screen displays DELETE ALL? Press **Menu Select**.
  3. The screen displays DELETED and you'll hear a confirmation beep.
- Press **Phone** / **Clear** to return to the previous screen. Press and hold **Phone** / **Clear** to exit the menu at anytime.

### Clear MessageBank Indicator

If you use Home Messages 101® or subscribe to MessageBank®, NEW VOICEMAIL will appear on the handset display and the **MessageBank** light on the telephone base will flash when you have a new voicemail message. This feature allows you to turn off these indicators.

1. Press **Menu Select** to display the menu when in idle mode.
2. Press ▲ or ▼ to reach SETUP BS. Press **Menu Select**.
3. Press ▲ or ▼ to reach CLR VOICE MAIL. Press **Menu Select**.
4. The screen displays INDICATOR OFF? Press **Menu Select**.
5. The screen displays STORED and you'll hear a confirmation beep.

The clear MessageBank® feature only turns off the NEW MESSAGE display on the handset and the **MessageBank** light on the telephone base. It does not delete your voicemail message(s). Use this feature when the telephone indicates there is voicemail when you have none.

\* Charges apply

## Using your answering machine

You can operate your Telstra V850a answering machine from:

- the base
- remotely from most touch tone telephones

The default setting for the answering machine is On. Until you change your outgoing message, your callers will be greeted with the pre-recorded message, “Hello, please leave a message after the tone”.

Your answering machine is designed to answer calls after 10 rings when it is switched off. This is to enable you to operate the remote access functions of your answering machine in the event your answering machine is switched off.

### Answering system setup

#### Message capacity

The answering system can record up to 99 messages, depending on the length of each message. Individual messages can be up to four minutes in length, but the total maximum recording time is 15 minutes. Messages will remain available for replay until they are deleted.

### Activate the answering system

The answering system must be turned on to answer and record messages. If the answering system is turned off, the telephone base  light will be off.

To turn the answering system on or off, press .

### Set the clock

Before playing each message, the answering system announces the day and time the message was received. You should set the day and time before using the answering system, so messages are dated correctly, please see page 16.

### Set number of rings

This feature allows you to select the number of rings before the answering system answers. You can choose from two, four, six or eight rings or toll saver. With toll saver active, the answering system answers after two rings when there are new messages, and after four rings when there are no new messages.

## Using your answering machine

### To set the number of rings

1. Press **Rings** in idle mode, and the system announces the number of rings setting.
2. Press **Rings** again to cycle through 2, 4, 6, 8 or Toll Saver. The current selection is displayed on the message counter.

### Set remote access code

A four-digit security code is required to access the answering system from most touch tone telephones. The factory default code is 0000. To set the remote access code:

1. Press  in idle mode.
2. Press  or  to display SETUP BS, then press .
3. Press  or  to display CHANGE ITAD PIN, then press .
4. Enter the current PIN (the default is 0000), then press .
5. Enter a new PIN, then press .
6. Re-enter the new PIN then press .
7. The display will show STORED with a confirmation tone.

### Outgoing announcement

The outgoing announcement is the message callers hear when calls are answered by the answering system. The telephone is preset with a greeting that answers calls with “Hello, please leave a message after the tone.” You can use this factory announcement, or replace it with your own outgoing announcement. If you receive calls when the memory is full, the telephone will ring 10 times, then answer and announce “Please enter remote access code.”

### Record your announcement

1. While in idle mode, press **Annc** and the system will announce “Announcement, press PLAY or press announcement again to record a new announcement.”
2. Press **Annc** to record, and the system announces “Record after the tone, press STOP when you are done.”
3. After the tone, speak towards the microphone at the bottom front of the telephone base from about nine inches away.
4. Press **Play/Stop**  when finished.
5. The answering system will automatically playback the newly recorded announcement. Press

Play/Stop ►/■ to stop the playback anytime.

**NOTE:** Your announcement can be up to 90 seconds in length. When your announcement is deleted, calls will be answered with the pre-programmed announcement.

### Play your announcement

1. While in idle mode, press **Annc** and the system will announce “Announcement, press PLAY or press announcement again to record a new announcement.”
2. Press **Play/Stop** ►/■ to play.  
Press **Play/Stop** ►/■ to stop the playback.

### Delete your announcement

1. While in idle mode, press **Annc** and the system will announce “Announcement, press PLAY or press announcement again to record a new announcement.”
2. Press **Play/Stop** ►/■ to hear your announcement, then press **Delete** ✕ to delete, and the system will announce “Announcement deleted”.

### Message playback

Press **Play/Stop** ►/■ to listen to messages.  
Press **Play/Stop** ►/■ to stop playback.

If you have new messages waiting, you will hear only the new message (oldest first). If there are no new messages, the system will play back all messages (oldest first).

When playback begins, the total number of messages and the day and time it was received will be announced.

### New message indication

The message counter will flash when there are new answering system messages.

Options during playback:

1. Press **Vol+** or **Vol-** to adjust the speaker volume.
2. Press **► Skip** to skip to the next message.
3. Press **Skip ◀** to repeat the message currently playing.  
Press **Skip ◀** twice to listen to the previous message.
4. Press **Delete** ✕ to delete the current message. The system will advance to the next message.

### Delete all messages

1. When in idle mode, press and *hold* **Delete** ✕ to delete all old messages. The system will announce “All old messages deleted.”

You will have to delete some messages before new ones can be received. Only old messages can be deleted. Messages can only be deleted after they are played.

**NOTE:** If the system has less than five minutes of recording time left, the remaining time will be announced. If **F** is flashing in the message window, memory is full.

### Remote access

You can access many features of your answering system remotely from most touch tone telephones. A remote access code is required to access the system and the factory default code is 0000. See page 29 to change it.

### To connect remotely

1. Dial your telephone number from a touch tone telephone.
2. When the system answers and announces the greeting, enter the remote access code.
3. After hearing a double beep, enter one of the remote commands in the following table.
4. Hang up or press 0 to end the call.

### Remote access commands

Hang-up	Saves all messages
0	End call
1	Play all messages
2	Play new messages
3	Delete message, press 3 two times to delete all old messages
4	Repeat previous message
5	Stop
6	Skip the message
7	Turn answer on
8	Turn answer off
9	Repeat help

**Commands during playback mode**

- 3 Deletes the message currently playing and announces "Message deleted."

---

- 3 (twice) Deletes all old messages while no message is currently playing.

---

- 4 (twice) Plays the previous message

---

- 6 Skips to the next message

---

**NOTE:** After entering remote access mode, any new messages will be played automatically. Once the new messages have been played, the system will announce the help menu options. If no key is pressed within 20 seconds, the remote access call is automatically disconnected.

**Message window displays**

The message counter usually displays the total number of incoming messages  
See the list below for explanations of other displays in this counter.

0	No messages.
1-98	Total number of old message(s) recorded.
0-98	(flashing) Total number of new message(s) recorded in idle mode.
99&F	(alternating) Memory is full with total number of messages recorded.
1-99	(counting) Elapsed time while recording memo or announcement.
99	(flashing) Recording time exceeds 99 seconds.
1-99	(flashing) Current message number during new message playback.
1-99	Current message number during old message playback.
1-8	Current volume level while adjusting.
02, 04, 06, 08, TS	Current number of rings while setting.

--	System is answering a call, or setting the time and date, or being accessed remotely.
--	(flashing) System is being programmed or initialized.

# Using multi handsets

## Intercom

The intercom feature allows conversation between one handset to another.

1. Press **Int** to display menu while in idle mode.
2. The screen will display INTERCOM TO:
3. Use the dial pad to select the handset you wish to intercom.
4. The screen of the originating handset will display CALLING HANDSET Y (the handset number is displayed on the handset when in idle mode).
5. The destination handset will ring, and the screen will display HANDSET X IS CALLING.
6. To answer the intercom call on the handset, press , **Int** or any dialling keys (0-9, #, \*) on the handset.
7. To end an intercom call, press **Clear**, or place the handset back in the telephone base or charger.

## Conference call

You can conference up to two registered handsets on an external line. If one handset is on the line, press  or  on another handset to join the call.

## Transfer an external call

This telephone allows you to transfer an external call from one handset to any other handset.

1. During a call, press **Int** to put the call on hold at the originating handset. The screen will display TRANSFER TO:
2. Use the keypad to select the number of the destination handset, and the screen will display CALLING HANDSET Y (the handset number is displayed on the handset when in idle mode).
3. The destination handset will ring and the screen displays HANDSET X IS CALLING.
4. To answer the call at the destination handset, press  or **Int**, or any keys (0-9, #, \*) on the destination handset.
5. Now the party at the originating handset can have a conversation with the party at the destination handset, and the screen displays INTERCOM.
6. Press  / **Clear** on the originating handset to transfer the call.

## Using multi handsets

**NOTE:** If the destination handset does not pick up the intercom call, the originating handset can return to the external call by pressing  / **Clear**. If a call remains on hold for approximately 100 seconds, the screen of the originating handset shows UNAVAILABLE and reconnects to the external call automatically. The destination handset returns to idle mode

## Switch between external and internal calls

When on an external call and you wish to intercom another system handset in your home without ending the external call:

1. Press **Int** The screen will display TRANSFER TO:
2. Press the handset number you wish to reach. The screen will display CALLING HANDSET X (the handset number is displayed on the handset when in idle mode).
3. Press , then select OTHER CALL

## Answer an incoming call during an intercom call

1. During an intercom call, there will be an alert tone signalling an incoming call.
2. To end the intercom call press  / **Clear**, then press  to answer the incoming call.
3. To terminate the intercom call without answering the incoming call, press  / **Clear** on the handset.

## Page handset

This feature allows the telephone base to page all the handsets.

1. Press **Page** on telephone base, all the handset(s) will ring and the screens display PAGING.
2. To stop paging, press **Page** again on the telephone base or  on the handset.

## Help

IF YOU HAVE ANY PROBLEMS SETTING UP OR USING YOUR TELSTRA V850a, 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).

If it is necessary to have the product serviced or replaced, the Customer Service Representative will inform you of the product return process.

### **The BATTERY icon is not blinking when the handset is placed on the base**

- Bad battery contact – move the handset slightly
- Dirty contact - clean the battery contact with a cloth moistened with alcohol
- Battery is full – no need to charge

### **No dialling tone**

- No power - check the connections. Reset the phone by unplugging and plugging back in the electrical socket

- Batteries are empty - charge the batteries for at least 24 hours
- You are too far from the base – move closer to the base
- Wrong line cable - use the line cable provided
- Line adaptor when needed is not connected to the line cord - connect the line adaptor when needed to the line cord

### **Poor audio quality**

- You are too far from the base – move closer to the base
- The base is too close to electrical appliances, reinforced concrete walls or metal doorframes - move the base at least one metre away from any electrical appliances
- Where ADSL Broadband is in use a filter should be connected between the cordless telephone and the telephone socket

## Help

### **The display shows SEARCHING**

- Handset is not registered to the base - register the handset to the base
- You are too far from the base – Move closer to the base

### **The handset display is not available.**

- Try again by disconnecting and connecting the base power supply and follow the procedure to register a handset (see page 38). Remove and place back the handset batteries

### **The handset display is not available- when attempting to add another handset to the base**

- Maximum number of 5 handsets has been reached – de-register a handset in order to register a new one

### **The handset display is not available- when using a handset**

- Base may be busy with another handset. Wait until it is available

### **Noise interference on your radio or TV**

- Your base or charger may be too close. Move it as far away as possible

### **Caller Number Display (CND) service does not work**

- Call Telstra to check your subscription

### **No ring**

- The ring is switched off. Increase the volume

### **A Phonebook entry cannot be stored**

- The Phonebook is full. Delete an entry to free memory

### How to register a handset

Should a V850a+ handset lose its registration to the base the display will show SEARCHING... ..

To re-register the handset to the base:

1. Press **Menu Select** to display the menu when in idle mode.
2. Press **▲** or **▼** to reach REGISTRATION. Press **Menu Select**.
3. Press **▲** or **▼** to reach REGISTER. Press **Menu Select**.  
Display shows SEARCHING.
4. Press and *hold* the **Page** button on the base until it beeps twice.
5. The screen displays REGISTERED and you'll hear a confirmation beep.

## 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 battery will need replacing. For a replacement rechargeable NiMH battery pack contact TechHelp on 1300 369 193

### 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

#### General

- Only use the power supply included with the product.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from TechHelp on 1300 369 193.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks.

- Radio signals transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Dispose of used 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.

## General information

### Environmental

- Do not expose to direct sunlight.
- The Telstra V850a may heat up when the battery is being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the Telstra V850a on antique/veneered wood.
- Do not stand your Telstra V850a 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 Telstra V850a in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your Telstra V850a to fire, explosive or other hazardous conditions.
- There is a slight chance that your Telstra V850a 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.

### 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 V850a has a REN of 0.1. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 3.

# Product warranty & Customer service

## IMPORTANT

IF YOU HAVE ANY PROBLEMS SETTING UP OR USING YOUR TELSTRA v850a, 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).

If it is necessary to have the product serviced or replaced, the Customer Service Representative will inform you of the product return process.

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 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:

- Proof of purchase cannot be provided;
- 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
- The product has been damaged by lightning or a mains power surge.

To obtain service during the terms of this warranty call the TechHelp Information Line on 1300 369 193 or

## Product warranty and Customer service

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:

- You provide proof of purchase;
- Your product is suitably packaged; and
- You have included all components from the original purchase.

## Subject to your Statutory Rights:

- Any claim under this warranty is limited to the cost of repair or replacement of the product; and
- 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:

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Place of purchase:

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Serial number:

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

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