CIDCO TITLE: SWB CL940 English/Spanish User's Manual	DOC NO. : 103478-01 REVISION : B PREPARED : 8/12/99 EFFECTIVE SHEET 1 OF 3

Contact Jeanie Alexander Phone 408.782.8228 Fax 408.776.2631 Modem NA

Description/Title SWB CL940 English/Spanish User's Manual

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900 MHz
Digital
Spread
Spectrum

Southwestern Bell

CL940
Owner's Manual

Caller ID/Call Waiting ID
Cordless Telephone

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FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measurements:

- ❑ Reorient or relocate the receiving antenna.
- ❑ Increase the separation between the equipment and receiver.
- ❑ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ❑ Consult the dealer or an experienced radio/TV technician for help.

CAUTION

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INTRODUCTION

Your new CL940 telephone incorporates all the features of a cordless telephone and blends them with Southwestern Bell's best calling features, such as *Caller ID*, *CallNotes*® and *Call Waiting ID*.

If this is your first cordless telephone, you'll soon discover that your cordless is similar to regular telephones, except without the cord. If you've owned a cordless in the past, you'll discover that the CL940 telephone is the most powerful and full-function *Caller ID* cordless telephone on the market.

FEATURES

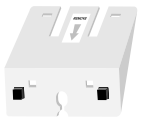
- ❑ 20 channel, digital spread spectrum 900 MHz telephone
- ❑ 50 *Caller ID* Records and 50 Directory Records
- ❑ Dedicated *CallNotes* keys
- ❑ Large One Time Viewing (OTV®) display
- ❑ Hearing-aid compatibility
- ❑ Messages in English or Spanish
- ❑ Call timer for outgoing calls
- ❑ Single key redialing
- ❑ Preprogrammed for Southwestern Bell's network services, such as *Call Return*, *AutoRedial*, or *3-Way Call*.

Unlike most corded telephones, your cordless will not work during power failures. We strongly recommend that you have a corded telephone in addition to your cordless.

UNPACKING YOUR PHONE

In addition to this handbook, check that you have:

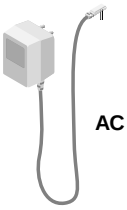
- ❑ Telephone base
- ❑ Telephone handset
- ❑ 6 ft. line cord
- ❑ 5 inch line cord for wall mounting
- ❑ Wall-mount/desk-mount wedge
- ❑ AC Adapter



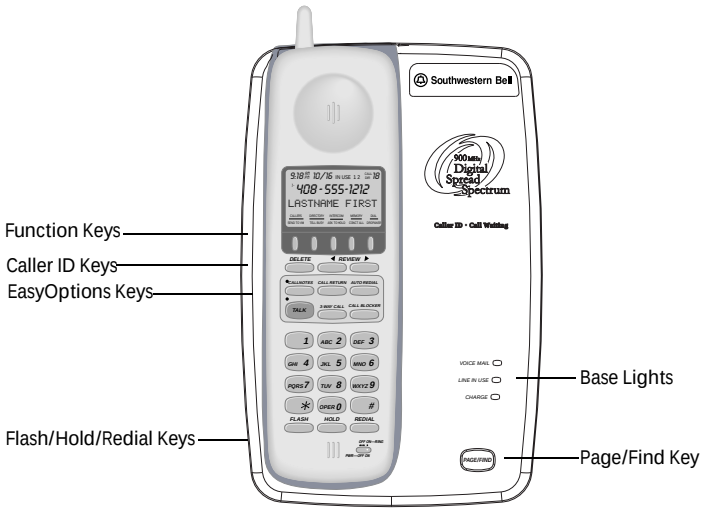
MOUNTING WEDGE

6-FOOT LINE CORD

5-INCH LINE CORD FOR WALL MOUNTING



AC ADAPTER



LOCATING KEYS, LIGHTS, AND SWITCHES

BASE KEYS

The Page/Find key is a homing system for finding the handset. If you press the Page/Find key, the handset beeps for 15 seconds.

BASE LIGHTS

***CallNotes* light** flashes if you subscribe to *CallNotes* service from **Southwestern Bell** and you have messages in your mailbox.

Line in Use light comes on whenever this phone, or any other telephone on the line, is being used.

Charge light comes on when the handset is in the base.

ON THE HANDSET

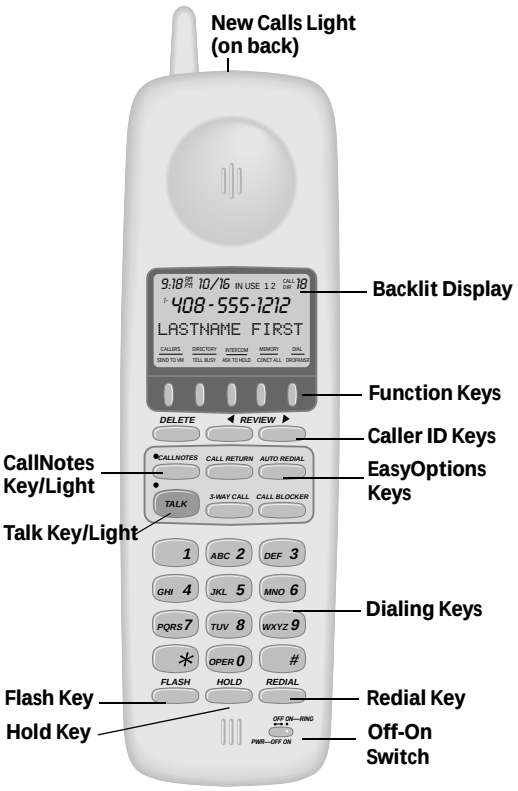
There are three lights, six types of keys, and a switch on the handset.

LIGHTS

***New Calls light*—**tells you when you have new *Caller ID* information to review. It flashes until you review your calls using the *Caller ID* keys.

***Talk light*—**tells you that your phone is off hook or in use.

***CallNotes light*—**flashes when you have Voice Mail messages, if you subscribe to Southwestern Bell's *CallNotes* service.



KEYS

***Function keys*—**are multi-function keys that allow you to access your call records and directory. Additionally, these keys support different kinds of dialing and Southwestern Bell's *Call Waiting ID Options (CWIDO)*.

***Caller ID keys*—**controls Call Records/Directory Records. For more details on Call Records, see *Receiving New Calls* on page 27.

***EasyOptions*® *keys*—**control your other telephone subscription services.

***Talk key*—**turns the phone on or off hook.

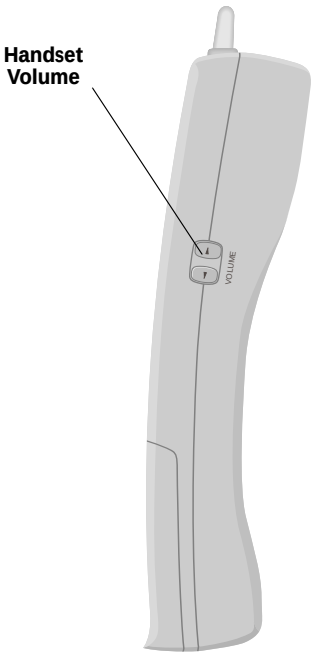
***Dialing keys*—**control manual dialing.

***Quick Dialing keys*—**dials out previously stored information. Pressing **DIAL** dials the number showing on the display. **REDIAL** allows you to recall and dial the last phone number.

***Hold Key*—**places the existing call on hold.

***Flash Key*—** allows *Call Waiting* subscribers to switch between two calls.

***Volume Control keys*—**adjusts the loudness of the handset earpiece, or the ringer. The volume keys are located on the side of the handset.



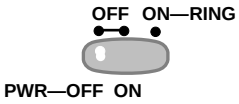
Off-On Switch

This multi-position switch controls both the power and the ringer for the handset.

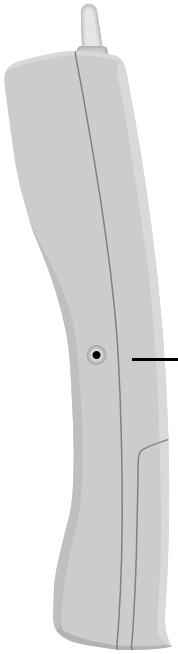
Far left position—both the power to the handset and the ringer are off.

Middle position—the handset is on but does not ring.

Far right position—the handset and ringer are both on.



HEADSET JACK



The CL940 telephone has a jack on the side of the handset to attach an optional headset for hands-free operation.

Headset Jack

SETTING UP YOUR PHONE

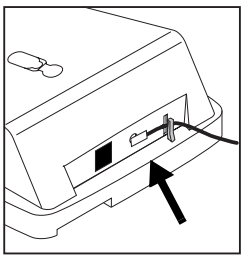
It only takes a few steps to set up your phone. Now that you've checked the contents of the carton, you are ready to put the phone together.

1. CHOOSE A CENTRAL LOCATION FOR THE BASE UNIT

The base should be away from all other electronic equipment such as a personal computer, microwave, stereo, or television. It is also a good idea to place the unit away from noisy areas, or from heat sources such as a radiator or direct sunlight.

2. PLUG IN THE ADAPTER

1. Plug the adapter tip into the round jack on the base and the other end into an electrical outlet. Without AC power your phone cannot operate.
2. Thread the cord through the clip on the housing to prevent the cord from pulling loose.



1. INSTALL THE LINE CORD

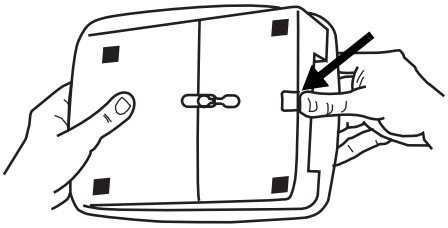
You can set your *CL940* telephone on a tabletop or you can mount the phone on a wall.

To use on a tabletop or desk:

1. Take the long telephone line cord that comes with the phone and plug one end into the jack labeled TEL LINE.
2. Take the remaining end and plug it into the wall jack.

To mount on a wall:

1. Remove the mounting wedge from the bottom of the base by placing your thumb at the top of the arrow on the mounting wedge and pressing down in the direction of the arrow.

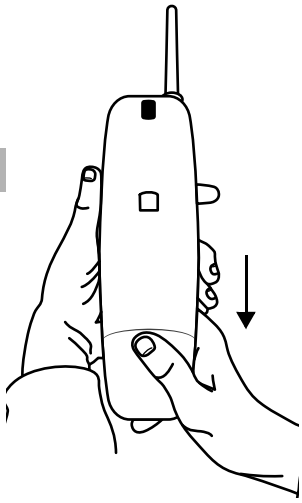


2. Turn the wedge around and place it over the lower portion of the base. Reinstall the wedge by placing your thumb over the arrow and by pressing downwards and backwards until it snaps into place.

3. Plug the five inch line cord into the phone jack marked TEL LINE.
4. Thread the line cord through the open channel in the base.
5. Plug the other end of the line cord into the wall jack.
6. Use the gap on the underside of the base to gather any excess cord.
7. Hang the base over the installation hooks.

4. INSERT THE BATTERY INTO THE HANDSET

Use this procedure to install or to replace a battery. Be sure you follow the battery specifications and safety instructions outlined in your safety instruction booklet.



⚠ CAUTION

Use only Cidco brand nickel cadmium (Ni-Cad) batteries in this phone (Part No. 102794-01).

1. Press down on the battery cover and slide the cover down to expose the battery compartment.
2. Locate the battery terminals inside of the battery compartment and the corresponding terminals on the battery pack. Align the pack's terminals with the terminals in the battery well.
3. Replace the battery door.

5. CHARGE THE HANDSET

Before you use the phone for the first time:

1. **Ensure the handset is turned off**.
2. **Place the handset in the cradle and charge the battery for at least 12 hrs with the Off-On switch set to OFF.** The charge light on the base comes on to tell you that the handset is charging.

PERSONALIZING YOUR PHONE

After setting up your phone and fully charging the battery, you can tailor your phone for additional performance and preferences. Press and hold the **MEMORY** key until the first screen appears.

If you make a mistake anywhere in the process you can back up using the **DELETE** key, or end the programming sequence by pressing the **MEMORY** key again.

1. SELECT YOUR LANGUAGE

The *CL940* telephone displays text in both English and Spanish. The first screen asks whether you would like your messages in Spanish (ESP) or English (ENG)?

- ❑ Press ◀ **REVIEW** to choose English.
- ❑ Press **REVIEW** ▶ to choose Spanish.

2. SELECT BETWEEN EASY OR DETAILED SETUP

With the exception of your *CallNotes* access number and passcode, your *CL940* is already setup for you. However if you would like to turn off some features, or add additional area codes, you may do so using the Detailed Setup. Use the following chart to determine which procedure to use to finish programming your phone.

- ❑ Press ◀ **REVIEW** to choose Easy Setup.
- ❑ Press **REVIEW** ▶ to choose Detailed Setup.

EASY SETUP

(See the Setup Flow Chart on the following page.)

1. ENTER YOUR *CALLNOTES* ACCESS NUMBER

Your access number is the telephone number you dial to get to *CallNotes*. This screen prompts you to use the dialing keypad to enter your access number. Press **REVIEW** ▶ to enter the number when you are finished. If you make a mistake, use ◀ **REVIEW** to erase a digit.

2. ENTER YOUR *CALLNOTES* PASSCODE

This screen prompts you to use the dialing keypad to enter your *CallNotes* passcode.

You can enter up to 32 characters and/or digits total for these three fields. You can also add any necessary **#** keys or flashes. If you make a mistake, use ◀ **REVIEW** to erase a digit.

3. SET AREA CODE

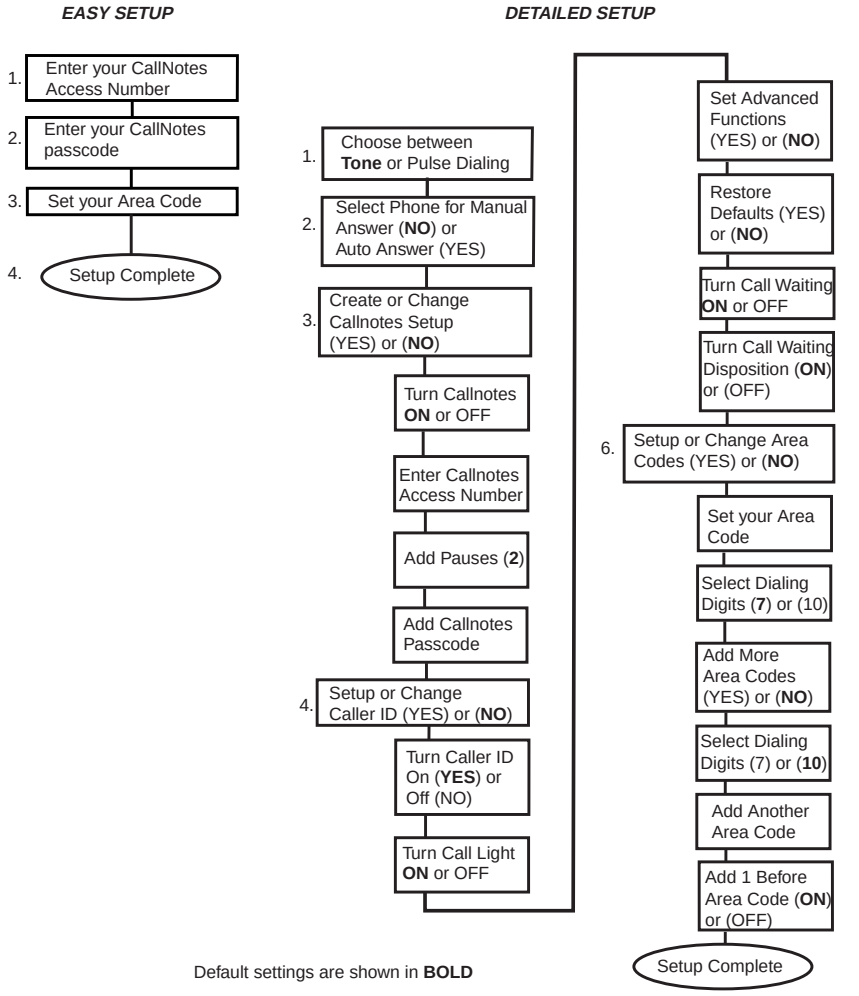
Using the dialing keypad, enter your primary 3-digit area code. If you have additional local area codes, that don't require you to dial a "1" first, use the detailed setup procedure below.

4. COMPLETE EASY SETUP

You are now finished setting up your phone. The SETUP COMPLETE message appears. We hope you will enjoy your new phone.

Initially, the screen only shows the function labels for the function keys. After receiving the first call record, *Caller ID* and *Call Waiting ID Options* customers additionally see the time and date on the screen when the phone is not in use. Non-*Caller ID* customers do not have the date and time function.

SETUP FLOW CHART



Default settings are shown in **BOLD**

DETAILED SETUP

1. SELECT BETWEEN TONE AND PULSE

If you are using the detailed setup method, you next see the dialing method screen. The *CL940* can dial in either tone or pulse/rotary mode.

- ❑ Press ◀ **REVIEW** to select TONE.
- ❑ Press **REVIEW** ▶ to select PULSE.

2. ANSWER PHONE WHEN PICKED UP

There are two ways that the *CL940* can answer a call. The *CL940* can automatically answer incoming calls when you remove it from the cradle, or the phone can be set to manually answer after pressing the **TALK** key.

- ❑ Press ◀ **REVIEW** to choose to automatically answer incoming calls when removed from the cradle.
- ❑ Press **REVIEW** ▶ to choose to press **TALK** before answering incoming calls.

3. CREATE OR CHANGE *CALLNOTES* SETUP

This series of prompts allow *CallNotes* subscribers to set up or change the *CallNotes* key.

- ❑ Press ◀ **REVIEW** to choose YES, to see other screens that allow you to create or change your *CallNotes* access number and passcode.
- ❑ Press **REVIEW** ▶ to choose NO, if either you do not subscribe to this service, or you do not want to create or change *CallNotes* settings. If you select this setting, skip to *Set Up or Change Caller ID Settings* on page 10.

Turn Voice Mail On or Off

If you choose to set SETUP VOICE MAIL to NO, this screen does not appear.

If you subscribe to *CallNotes* from Southwestern Bell, ensure that this setting is set to ON. Programming this feature does not provide or cancel services. You must contact your Southwestern Bell Messaging Services representative to request a change in services.

- ❑ Press ◀ **REVIEW** to choose ON, which indicates that you subscribe to the service. Continue with *Enter Your CallNotes Access Number* below.
- ❑ Press **REVIEW** ▶ to choose OFF, which indicates that you do not subscribe to the service. If you choose to set VOICE MAIL to OFF, skip to *Set Up or Change Caller ID Settings*, on page 10.

Enter Your CallNotes Access Number–Your access number is the telephone number you dial to get to *CallNotes*. This screen prompts you to use the dialing keypad to enter your access number. Press **REVIEW ▶** to enter the number when you are finished.

If you make a mistake, use **◀ REVIEW** to erase a digit.

Enter How Many Pauses–The *CL940* telephone allows you to enter multiple pauses, or intervals between the access number and the *CallNotes* passcode. These pauses allow the *CallNotes* system time to ring and answer before submitting your passcode. Each pause is three seconds long. The default is two pauses (six seconds total).

Enter Your CallNotes Passcode–This screen prompts you to use the dialing keypad to enter your *CallNotes* passcode. Your passcode can be from 4 to 10 digits.

You can enter up to 32 characters and/or digits total for these three fields. You can also add any necessary **#** keys or flashes.

If you make a mistake, use **◀ REVIEW** to erase a digit.

4. SET UP OR CHANGE CALLER ID SETTINGS

This series of prompts allow *Caller ID* and *Call Waiting ID* subscribers to set up or change their settings.

- ❑ Press **◀ REVIEW** to choose YES. You then see other screens that allow you to create or change *Caller ID* and *Call Waiting ID* settings.
- ❑ Press **REVIEW ▶** to choose **NO,** if either you do not subscribe to either of these services, or you do not want to create or change *Caller ID* and *Call Waiting ID* settings. If you select this setting, go to *Set Up or Change Area Codes* on page 12.

Turn Caller ID On or Off–Most people want to see *Caller ID* data. But if you live in an area that does not yet support *Caller ID*, or do not subscribe to the service, you might want to turn off this setting.

- ❑ Press **◀ REVIEW** to turn on or enable *Caller ID*.
- ❑ Press **REVIEW ▶** to turn off *Caller ID*.

Programming this feature does not provide or cancel services. You must contact a Southwestern Bell representative to request a change in services.

Turn the New Call Light On or Off –The next screen asks *Caller ID*/*Call Waiting ID* customers if they want the new call light on the back of the handset to flash after receiving a new call.

- ❑ Press **◀ REVIEW** if you have *Caller ID* and you want to see the call light.
- ❑ Press **REVIEW ▶** if you don't subscribe to *Caller ID* or if you want to turn off the call light permanently.

Set Advanced Functions

This series of prompts, allow you to:

- Restore the phone to its original (default) programming settings
- Turn *Call Waiting ID* on or off
- Turn *Call Waiting ID Options* on or off

❑ Press ◀ **REVIEW** to choose YES. You then see other screens that allow you to create or change advanced settings.

❑ Press **REVIEW** ▶ to choose **NO,** if you do not need to change these settings. If you select **NO**, go to *Set Up or Change Area Codes* on page 12.

Restore Programming Options–This screen allows you to restore the original EasyOptions settings of the telephone. It does not reset *CallNotes* settings.

❑ Press ◀ **REVIEW** to choose YES to restore the original programming.

❑ Press **REVIEW** ▶ to choose **NO** to keep the existing programming setup.

Turn *Call Waiting ID* On or Off

If you subscribe to *Call Waiting ID* service, ensure that this setting is set to ON.

Programming this feature does not provide or cancel services. You must contact your Southwestern Bell representative to request a change in services.

❑ Press ◀ **REVIEW** to choose ON, if you subscribe to *Call Waiting ID* service.

❑ Press **REVIEW** ▶ to choose **OFF,** if you do not subscribe to *Call Waiting ID* service. Skip to *Set Up or Change Area Codes* on page 12.

Select *Call Waiting ID Options*

Some areas of Southwestern Bell now offer *Call Waiting ID Options*. This service, an extension to *Call Waiting ID*, allows you to view options for handling incoming calls while on existing calls. If *Call Waiting ID Options*, is not offered in your area, we recommend that you set this option to OFF, otherwise *Call Waiting ID* might not work as expected.

❑ Press ◀ **REVIEW** to choose ON, if you subscribe to *Call Waiting ID Options* and want to have options for handling incoming calls.

❑ Press **REVIEW** ▶ to choose **OFF,** if *Call Waiting ID Options* is not available in your area or you do not want to disposition incoming calls.

5. SET UP OR CHANGE AREA CODES

Everyone has at least one local area code. Many areas of the country now have additional local area codes. These local area codes are area codes, other than your own, that do not require you to dial a "1" before the number. The following series of programming prompts allow you to set up your phone to recognize those local area codes, which are particularly important for call records.

- ❑ Press ◀ **REVIEW** to select YES to set up or modify your area codes.
- ❑ Press **REVIEW** ▶ to select NO to skip this option. Continue to *Complete Setup* on page 13.

Set Initial Area Code

Using the dialing keypad, enter your primary 3-digit local area code.

Select Number of Dialing Digits–In some areas of the country, you dial 7 digits (for example, 555-1212) within your local area code. In other areas, you must always dial the area code with the local number for every call, such as (214) 555-1212.

- ❑ Press ◀ **REVIEW** to select 7 digits for local dialing.
- ❑ Press **REVIEW** ▶ to select 10 digits for local dialing.

Set Additional Area Codes

In some areas of the country you may have more than one local area code in addition to your primary area code. The *CL940* telephone allows you to add up to 10 additional local area codes. If you add one of these area codes, your phone will dial this number without dialing a "1" before it.

- ❑ Press ◀ **REVIEW** to add an additional local area code.
- ❑ Press **REVIEW** ▶ to skip this option and go to *Put a "1" before the Area Code* on page 13.

Select Number of Dialing Digits for Additional Area Codes–In some areas of the country, you dial 7 digits for these other local area codes. In other areas, you must always dial the area code with the local number for every call.

- ❑ Press ◀ **REVIEW** to select 7 digits for these additional area codes.
- ❑ Press **REVIEW** ▶ to select 10 digits for these additional area codes.

Enter Area Code Number–Use the dialing keypad to enter the 3-digit area code.

Add Another Area Code–After adding the additional area code, you are asked whether you want more codes. You can add up to 10 area codes in this way.

- ❑ Press ◀ **REVIEW** to add more local area codes. Afterwards you are prompted to add the 3-digit code and then returned to this screen.
- ❑ Press **REVIEW** ▶ when you have no more area codes to add.

Put a "1" before the Area Code

In order to use the **DIAL** softkey with call records, you must determine whether or not you normally dial 1 before long distance numbers. Then when you use **DIAL** with a call record, the phone adds the 1 for you. This feature is often called *1+ Dialing.*

- ❑ Press ◀ **REVIEW** to select ON, which inserts a "1" before long-distance numbers when using **DIAL**.
- ❑ Press **REVIEW** ▶ to select OFF, which then only dials the area code and number.

6. COMPLETE SETUP

You are now finished setting up your phone. The SETUP COMPLETE message appears. We hope you will enjoy your new phone.

Initially, the screen only shows the function labels for the Call Waiting ID keys.

After receiving the first call record, *Caller ID* and *Call Waiting ID Options* customers additionally see the time and date on the screen when the phone is not in use. Non-*Caller ID* customers do not have the date and time function.

USING YOUR PHONE

You can make calls several different ways with the *CL940*.

ANSWERING CALLS

You can answer a call two ways:

1. Press any key on the handset.
2. Press **FLASH** to answer *Call Waiting* calls.

USING TRADITIONAL DIALING

1. Press **TALK** on the handset.

   Notice the timer on the display? It appears whenever you start a call and continues to run until you hang up the phone.

2. Use the number pad to dial the phone number.

   The phone number appears on the display as you enter the number. You also hear tones for each digit as you dial.

3. To end the call press **TALK** again.

USING PRE-DIALING

Before you place a call, you can enter the telephone number and verify it on the display.

FROM THE HANDSET KEYPAD

When no digits are showing in the display, you can pre-dial from the handset.

1. Use the keypad on the handset to enter a telephone number.
2. Check the number on the display. If the number is wrong, press **DELETE** twice to erase the entire number, or use the ◀ **REVIEW** key to delete the last digit.
3. Press the **DIAL** function key on the handset to dial the number.

USING SPEED DIALING

There are several types of speed dialing. You can dial using:

- Your call records
- Your directory records
- The **REDIAL** key
- The **MEMORY** dial key
- The *CallNotes* key
- The *EasyOptions* keys when they are reprogrammed as speed dial keys.

DIALING FROM CALL RECORDS

You can use the **DIAL** function key to dial any number in your *Caller ID* list.

1. Use the ◀ **REVIEW** ▶ keys to find the call record you want.
2. Press **DIAL** to place the call.

DIALING FROM DIRECTORY RECORDS

You can use the **DIAL** function key to call any number in your directory.

1. Press **DIRECTORY** on the handset.
2. Use the ◀ **REVIEW** ▶ keys to find the directory record you want.
3. Press **DIAL** to place the call.

REDIALING

REDIAL is a fast method of calling your last number. When you press **REDIAL** on the handset, the phone dials the last number, whether you dialed it manually or it was from a Call Record, speed dial key, or from the Directory. For more information on dialing from call records, see *Dialing From Call Records* on page 27.

STORING NUMBERS IN YOUR PHONE FOR MEMORY DIALING

In addition to dialing from call records or your directory, you can also dial from your **MEMORY** keys or from any *EasyOptions* keys that are reprogrammed as speed dialing keys. This section describes how to program up to 10 phone numbers in memory locations and how to reprogram extra *EasyOptions* keys as speed dialing keys.

Creating a Memory Dial Key

1. Push **MEMORY** twice. The message ENTER PHONE NUM appears on the screen.

2. Enter the telephone number. The message changes to PUSH MEM TO SAVE.

   If the number is wrong, use the ◀ **REVIEW** key to delete the number, digit-by-digit.

3. Press **MEMORY** to save the telephone number. The message ENTER LOCATION appears on the screen.

4. Press 0 to 9 to store the number of one of ten memory locations. The message NUMBER STORED displays.

Using Memory Dialing

Once you have programmed your Memory Dial keys, you can automatically "speed dial" that telephone number.

1. Press **MEMORY** on the handset. The message MEMORY DIALING appears on the screen.

2. Press the memorized location (0-9). The *CL940* automatically dials that telephone number.

Reprogramming *EasyOptions* Keys for Speed Dialing

Your *CL940* telephone comes preprogrammed with many of the most popular *EasyOptions* services. If you are not subscribing to all the services currently programmed into the phone, you might want to override the programming for those keys and use them for speed dialing.

With the following reprogramming methods, you can add a flash or a pause instead of a digit.

To add a pause—Press and hold **FLASH** until you see the pause mark on the screen. If you continue to press and hold the key, additional pause marks appear.

***To add a flash*—**Press and release the **FLASH** key. The letter F shows on the display to indicate a flash.

Reprogramming Handset *EasyOptions* Keys

When no digits are showing in the display, you can pre-dial from the handset.

1. Use the keypad to enter the telephone number you wish to save.

   If the number is wrong, press **DELETE** twice to erase the entire number, or use the ◀ **REVIEW** key to delete the last digit.

2. Press and hold one of the four handset *EasyOptions* keys until the NUMBER STORED message displays.

3. To automatically dial this stored number press the *EasyOptions* key.

USING FLASH

The **FLASH** key allows you to switch between calls, if you subscribe to *Call Waiting*.

ADJUSTING THE VOLUME

Adjusting the Handset Volume

1. Press **TALK**.
2. Press the ▲ or ▼ key on the side of the handset to increase or decrease the volume. The handset sounds an error tone when it reaches the upper or lower limits.

Adjusting the Handset Ringer Volume

Press the ▲ or ▼ key on the handset while the phone is not in use. You hear the sound of the ringer as you adjust the volume between the two levels.

USING HOLD

You can place a call on hold by pressing the **HOLD** key on the handset. The Talk LED flash slowly while calls are on hold.

To take a call off hold, you can:

- ❑ Press **TALK**.
- ❑ Pick up the call on another extension.

TIMING CALLS

When you call someone, the clock on your display changes to a call timer. The timer counts the entire length of the time you are on the phone. When the timer goes past 99 minutes and 59 seconds, it starts over.

GETTING TEMPORARY TONE SERVICE

If you do not have Tone service in your area, you need to change the TONE/PULSE during the programming mode. Please see *Step 2. Select Between Easy or Detailed Setup* on page 7.

Whenever you need Tone service for interacting with bank and other automated services, you can temporarily override your setting to Tone.
Press ***** during the call and the phone switches to temporary Tone service for the duration of the call. The phone returns to Pulse service when you hang up.

GOING OUT OF RANGE

Your *CL940* handset is connected to its base through radio technology. It is possible for the handset to be too far away from the base. If the handset is too far from the base, you might have problems talking to your caller. Simply, walk back towards the base until you are no longer out of range.

LOCATING A LOST HANDSET

Should you misplace your handset, you can locate it quickly and easily by pressing the **PAGE/FIND** key on the base. The handset beeps for 15 seconds, or until you either press a key on the handset or press the **PAGE/FIND** key again. If the handset does not beep, it is either turned off, out of range, or the battery needs recharging.

READING DISPLAY MESSAGES

The *CL940* informs you of status by displaying the following messages:

MESSAGE	DESCRIPTION
END OF LIST	You have reached the end of the directory or call records. Press either ◀ **REVIEW** ▶ key to see other records.
INCOMPLETE DATA	The *Caller ID* information is incomplete. This message usually indicates temporary interference. There is no problem with the phone.
LONG DISTANCE	The message sent is a long distance call.
MESSAGE WAITING	(*For CallNotes Service Only*) You have a message in your voice mailbox.
NAME UNAVAILABLE	The person is calling from an area that only provides number-only *Caller ID* service, or you can be in a service area which only shows the number.
NO CALLS	There are no call records stored in memory.
NO DATA SENT	The phone did not receive *Caller ID* information from the phone company.
PAGING	The base is calling the handset.
PRIVATE CALL	The caller has purposely chosen to block his/her phone number.
RECHARGE BATTERY	The handset battery is getting low. Place the handset in the base in order to recharge.
OUT OF RANGE	You have exceeded the maximum distance between the handset and the base or the base AC power adapter is not plugged in.
UNAVAILABLE	*Caller ID* information is not available from the caller's area.

Note: If your display shows a number only, the person is calling from an area that provides number-only *Caller ID* service, or you could be in a service area which only shows the number.

USING THE DIRECTORY

With the *CL940*, you can create a personal phone directory containing the names and numbers of the 50 people you contact the most. Once you create your personal phone directory, you can automatically dial from the directory.

A directory record contains the name, the telephone number, and the directory number.

CREATING YOUR DIRECTORY LIST

You can create your directory list by:

- ❑ Copying call records to the directory.
- ❑ Creating a new directory record.

COPYING A CALL RECORD TO THE DIRECTORY

The easiest method of creating a directory entry is to copy a call record from the *Caller ID* list.

1. Press the **CALLERS** key.
2. Use the ◀ **REVIEW** ▶ keys to find the correct call record.
3. Press and hold the **DIRECTORY** key. The first letter of the person's name begins to flash.

   You can choose to edit the name and number field. For details see *Editing a Directory Record* on page 21. After you complete editing the name field, press **DIRECTORY** to edit the number field.
4. Press and hold **DIRECTORY** key until the message `NUMBER STORED` appears on the display.

CREATING A NEW DIRECTORY RECORD

Another method of creating directory records is to make a record from scratch, using the technique described on *Creating Names* on page 21.

You can enter up to 16 characters in the name field and 32 characters in the number field.

1. Press and hold **DIRECTORY**. The DIR icon starts flashing in the corner. The first letter in the name field also starts to flash.

2. Use the number key pad to enter in characters. Please see *Creating Names* on page 21.

   - Use the ◀ **REVIEW** ▶ keys to move back and forth along the field line.
   - Use the **DELETE** key to erase a letter.

3. Press **DIRECTORY** to move to the number field. Use step 2 to enter the telephone number.

4. Press and hold **DIRECTORY** until the message NUMBER STORED appears.

EDITING A DIRECTORY RECORD

After storing a directory record, you can modify the record to correct mistakes or to personalize them.

1. Press **DIRECTORY**.
2. Use the ◀ **REVIEW** ▶ keys to find the record you want to modify.
3. Press and hold the **DIRECTORY** key until the phone beeps.
4. Use the ◀ **REVIEW** ▶ keys to move to the incorrect character. Or press **DELETE** to erase one character at a time.
5. Use the number keys to type in the correct letter.
6. Press **DIRECTORY** to move between the name and number fields.
7. Use the number keys to type in the correct number.
8. Press and hold **DIRECTORY** key until the message NUMBER STORED appears on the display.

CREATING NAMES

Each number is assigned a set of letters. Press the corresponding number until the desired letter is displayed. For Example: to enter JOHN: press **5** once; press **6** three times; press **4** two times. Finally, press **6** two times. Press **REVIEW** ▶ to enter a blank space.

SPECIAL SYMBOLS

You can also use the ***** and the **#** Keys to get the following symbols in the name field:

*	/	@	&	‘	(	)	,	-	.	#

ADDING SPECIAL CHARACTERS

You can add special characters by:

- ❑ Pressing **REVIEW ▶** to add a space in the name field.
- ❑ Pressing **FLASH** adds a flash in the number field.
- ❑ Pressing and holding **FLASH** adds a three second delay (pause).

DIALING FROM DIRECTORY RECORDS

You can use **DIAL** to call any number in your directory.

1. Press **DIRECTORY** on the handset.
2. Use the **◀ REVIEW ▶** keys to find the call record you want.
3. Press the **DIAL** key on the handset.

It is important to note: The phone dials the number exactly as it is stored in the directory. When you create directory records from call records, the 1+ prefix is automatically generated for you for all non-local area codes. See*Set Up or Change Area Codes* on page 12.

USING REVIEW TO FIND A DIRECTORY RECORD

1. Press **DIRECTORY** on the handset.
2. Use the **◀ REVIEW ▶** keys to find the call record you want.

USING A QUICK LOOKUP METHOD

1. Press **DIRECTORY** on the handset.
2. Press a number key associated with the letter of the directory record.

   For example, if you want to find the directory record for Red Riding Hood, press **7** until the first record starting with the letter "R" is displayed.
3. Press **REVIEW ▶** to see more records starting with the letter "R."

DELETING DIRECTORY RECORDS

You can delete your directory records one-at-a-time or all-at-once.

DELETING A DIRECTORY RECORD

1. Press **DIRECTORY**.
2. Use the **◀ REVIEW ▶** keys or the **Quick Lookup Method** to find the record you want to delete.
3. Press **DELETE** twice.

The message DELETE? YES NO appears on the screen.

- Press ◀ **REVIEW** to select YES.
- Press **REVIEW** ▶ to select NO.

DELETING ALL DIRECTORY RECORDS

1. Press **DIRECTORY**.
2. Press and hold **DELETE**.

   The message DELETE ALL? YES NO appears on the screen.

   - Press ◀ **REVIEW** to select YES.
   - Press **REVIEW** ▶ to select NO.

USING YOUR TELEPHONE COMPANY NETWORK SERVICES

USING YOUR *EASYOPTIONS*® SERVICES

The *CL940* telephone is configured to access all of the convenient Southwestern Bell *EasyOptions* Services at the touch of a button. You must subscribe to each service in order for all of the features of your *CL940* telephone to work. For more information on these services and availability in your area, contact your local Southwestern Bell representative for more details and package offerings.

CALLNOTES

CallNotes® Service records voice messages when you are away from your phone or even while you are on the phone. The Indicator Light flashes whenever you have messages in your mailbox. Once you have programmed your *CallNotes* key with your access number and password, you can get your messages at the touch of a button. You must subscribe to *CallNotes* Service in order for this feature to work on your phone.

ACCESSING YOUR MAILBOX

After programming your *CallNotes* key during telephone setup, you can access your mail box by pressing the *CallNotes* key to dial your mailbox and password for you. Simply press **CALL NOTES** on the handset.

CALL RETURN

Call Return remembers the number of the person who called you last and automatically dials that number. While *Call Return* works, you can place and receive calls. For all calls placed using this service, local and long-distance charges might apply.

If you are calling a number that is in an area not served by *Call Return*, a recorded message tells you that your call cannot be completed.

Using *Call Return*:

1. Press **CALL RETURN**.
2. You hear the call ringing. If the number is busy, a recorded message tells you the line is busy. Hang up. *Call Return* keeps trying the number for 30 minutes.

3. Answer the phone when you hear the special ring (short-short-long). The special ring notifies you that the line is now available.
When you answer the ring, you then hear your call ringing back, and the connection is made. If you don't pick up the phone, the special ring repeats every few minutes for up to 30 minutes.

Turning Off *Call Return*:

1. Press **TALK** and listen for a dial tone.
2. Press *** 8 9**. A recorded message confirms cancellation of *Auto Redial*. If you have Rotary/Pulse service, use **1 1 8 9**.

AUTO REDIAL

Auto Redial calls back the last number that you dialed for up to 30 minutes. When the number is busy, *Auto Redial* monitors the busy number, and lets you know when the line is free with a special ring. *Auto Redial* lets you call back more than one number at a time, and you can make and receive calls while *Auto Redial* works.

To use *Auto Redial*:

1. End the call by pressing **TALK** when you hear the busy signal.
2. Press **AUTO REDIAL** on the handset.
Auto Redial keeps trying the number for 30 minutes.
3. Answer the phone when you hear a special ring (short-short-long). The special ring notifies you that the line is now available. After you press **TALK**, your call is placed automatically.

To Turn Off *Auto Redial*:

1. Press **TALK** and listen for dial tone.
2. Press *** 8 6**. A recorded message confirms cancellation of *Auto Redial*. If you have Rotary/Pulse service, press **1 1 8 6.**

3-WAY CALLING

3-Way Calling allows you to talk to two different callers at the same time. You can use this service for local, regional, or long distance calls. However, you are only charged for the calls you make. (Long distance charges might apply).

To Use *3-Way Calling*:

After placing a call to the first party,
1. Press **3 WAY CALLING** to place the first call on hold.

2. Wait for the dial tone.

3. Dial the second number. Wait for the second party to answer.
   Press **3 WAY CALLING** to connect all three parties.
   If the second number is busy or there is no answer, press **3 WAY CALLING** to reconnect to the original call. To end either call, ask one person to hang up. You can continue the conversation with the other person. To end both calls, you must press **TALK** to hang up the telephone.

CALL BLOCKER

Call Blocker stops calls from a specified list of numbers that you create. Or you can block the number of your last caller; you don't even have to know their phone number. Callers on your list hear the message that you are not accepting calls at this time. On your end of the line, the phone doesn't even ring.

To Use *Call Blocker*:

1. Press **CALL BLOCKER** on the handset.

2. Listen to the voice recording for instructions on how to turn your *Call Blocker* service on or off, and how to change or review your *Call Blocker* list.

To Cancel *Call Blocker*:

Press **CALL BLOCKER** on the handset.

CALLER ID AND *CALL WAITING ID*

One of the best features of your phone is the use of *Caller ID* and *Call Waiting ID*, which allows you to see information about an incoming call before you pick up the phone.

- *Caller ID* allows you to see information about a call BEFORE you answer the telephone.
- *Call Waiting ID* lets you know who is calling even when you are on the phone. In addition to hearing the Call Waiting beep, you have the information you need to choose whether or not to answer a waiting call. With *Call Waiting ID* you use the **FLASH** key to transfer between calls.
- *Call Waiting ID Options (CWIDO)* allows you to route your incoming call to 1 of 5 choices, including *CallNotes*. With CWIDO, you use the function keys located directly below the display to transfer between calls. For details of CWIDO see *Using Call Waiting ID Options (CWIDO)* on page 28.

With these services from Southwestern Bell, the *CL940* telephone displays and records information about the call.

Before you use these features on your *CL940* telephone, you must first subscribe to the services through Southwestern Bell. You need to also have the services turned on in the phone through the programming setup procedure. Both the Easy Setup and the Detailed setup have these options turned on as defaults. For more details on setting installation options, see *Personalizing Your Phone* on page 7.

RECEIVING NEW CALLS

When you receive a new call, the new call light flashes and the call information shows on the display. The new call light would not flash if you answered the call or if you turned off the call light during programming setup.

- If you do not answer the call, the light continues to flash and eventually the NEW CALL message shows on the display. The light continues to flash until you review a call record.
- The NEW CALL message acts as a counter adding up the number of new calls.

When you receive a call, the *CL940* telephone displays the caller information sent by the telephone company, called a *call record*. The call record consists of the following information:

- The caller's name (if available)
- The caller's telephone number
- The time and date of the call
- A record number to show the sequence of calls.

VIEWING CALL RECORDS

To review a call record:

1. Press **CALLERS** to see the last call record and access the call **DIRECTORY**.
2. Use ◀ **REVIEW** ▶ to move though the call record list.

When you reach either end of the call record list, you see an END OF LIST message. If you continue to press ◀ **REVIEW** ▶, you scroll through the list again.

In some cases you might need to first press **CALLERS.**

DIALING FROM CALL RECORDS

You can use your call records as a short-cut method of dialing.

1. Use ◀ **REVIEW** ▶ to find the desired call record.
2. Press **DIAL** on the handset. The phone dials whatever number is shown on the display.

SAVING CALL RECORDS

Your phone stores up to 50 call records before the memory becomes full. When the next call comes in, the oldest record drops off and makes room for the new call record. To save specific calls, delete old and unnecessary call records to keep from filling your phone's memory.

DELETING CALL RECORDS

You can either delete a single record or you can delete all call records at one time.

To delete a **single** record:

1. Use ◀ **REVIEW** ▶ to locate the call record you want to delete.
2. Press **DELETE twice**.

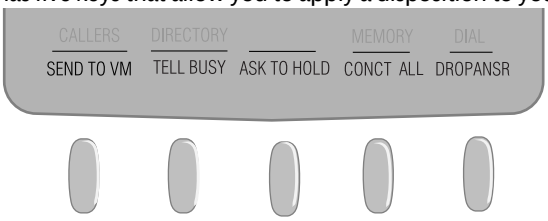
To delete **all** call records**:**

1. Locate any call record using the ◀ **REVIEW** ▶ keys.
2. Press and hold **DELETE** until the display flashes and you see the NO CALLS message. The NO CALLS message means that the memory is clear.

USING *CALL WAITING ID OPTIONS (CWIDO)*

Call Waiting sends you a beep, or tone, when you have another call while you are on the phone. You can place the first call on hold to answer the new call. *Call Waiting ID* allows you to see *Caller ID* information when you are already on a call. If you have set up your phone to allow for *Call Waiting ID Options (CWIDO)* you can use the function keys to *disposition* (an action) your call.

The *CL940* has five keys that allow you to apply a disposition to your new call.



To Use *Call Waiting ID Options (CWIDO)*:

When you hear the *Call Waiting* beep, you have the following options for the new call:

- ❑ SEND TO VM—Sends the new caller to your *CallNotes* mailbox to leave a message.
- ❑ TELL BUSY—Plays a pre-recorded message from Southwestern Bell that you are on the phone and will call them back.

- ASK TO HOLD—Places the new call on hold, and plays a pre-recorded message from Southwestern Bell that you are on the phone and will be with them shortly.
- CONCT ALL—(Connect All) Connects the new caller with the existing call to form a conference call.
- DROPANSR—(Drop and Answer) Drops the existing caller and answers the new call.
- FLASH—Press this key to switch between callers

To Use *Call Waiting*:

1. Press and release **FLASH** when you hear the *Call Waiting* beep. The first call is placed on temporary hold and you are connected to the new call.
2. Press and release **FLASH** to return to the first call and put the second call on hold. You can alternate between calls as often as necessary.

TROUBLESHOOTING

Are you having trouble with your phone? Here are some of the most common problem areas and solutions.

SYMPTOM	CORRECTIVE ACTION
Blank or faint screen	**Turn the handset on and place it in the cradle for several seconds.** Ensure the handset is making contact in the cradle. **Check the AC adapter.**Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch. **Recharge or replace the battery.** See *Insert the Battery into the Handset on page 6*, for recharging details. **Turn Caller ID function on.** Call Southwestern Bell's Business Office to ensure that either *Caller ID* or *Call Waiting ID* service is active. Your phone is shipped with the service enabled, check that you didn't change the setting during setup. See *Set Up or Change Caller ID Settings on page 10***.**
Caller ID/ Call Waiting ID doesn't work properly	**Verify that Caller ID service is active.** Call Southwestern Bell's Business Office to ensure that your services are active. You can verify that Call Waiting is working by the double tones, indicating an incoming call. That is provided that an extension is not being used. **Verify that you have turned on Caller ID as a setting.** See *Set Up or Change Caller ID Settings on page 10.* Also check that the programming screen Call Waiting ID? is set to YES as shown in *Turn Call Waiting ID On or Off on page 11*.
Charge light does not work	**Check whether the handset is making contact in the cradle.** **Check the AC adapter.** Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch.
Handset lights do not work.	**Verify that the handset is turned on.** **Press the TALK key to test.** The TALK light should come on. **Check to see that you have turned on the New Call Light as a setting.** See *Set Up or Change Caller ID Settings on page 10* for instructions. **Recharge or replace the battery.** See *Insert the Battery into the Handset on page 6* for more details.
INCOMPLETE DATA	**Call information was distorted before reaching the unit.** Normal static on the telephone line can cause a INCOMPLETE DATA message. If this condition persists, check with Southwestern Bell to ensure that there is not a problem with your phone line.

SYMPTOM	CORRECTIVE ACTION
No dial tone	**Verify that the line cord is connected and secure.** **Check that the handset is fully charged.** **Move the handset closer to the base.** See *Going Out of Range on page 18*.
Phone doesn't ring	**Verify that the LINE CORD is plugged in correctly.** **Verify the handset ringer on/off switch, located on the underside of the handset, is set on.** If the phone still does not ring, you might have too many communication devices hooked to a single line. A communication device can be a phone, modem, or facsimile (FAX) machine. Contact your Southwestern Bell business office for help calculating the limit for your residence or business. **Move the handset closer to the base.** See *Going Out of Range on page 18*.
PAGE/FIND key does not page the handset	**The handset is not communicating with the base.** The handset is either turned off, out of range, or the battery needs recharging.
Handset does not work	**Check the AC adapter.** Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch. **Verify that the handset is turned on.** **Place the in the cradle for several seconds.** Ensure the handset is making contact in the cradle. **Recharge or replace the battery.** See *Insert the Battery into the Handset on page 6* for more details.
CallNotes light is on, when there are no messages in the mailbox	**Turn the light off manually.** Enter programming mode and turn off *CallNotes* as described in *Turn Voice Mail On or Off on page 9*. Then turn the function back on using the same method.
CallNotes key dials my passcode before the system is ready for it.	**Add more pauses to the dialing number.** See *Enter Your CallNotes Access Number on page 10*.
Feature keys do not work.	**Check your service.** Call Southwestern Bell to ensure that you have the appropriate service turned on. **Check that the key hasn't been reprogrammed as a speed dialing key.** If the key has been accidentally reprogrammed, and you would like to reset this key and all the other *EasyOptions* keys and *CallNotes* navigation keys to the original settings, enter the programming mode and restore key to the default setting, as described in *Set Advanced Functions on page 11*.

SYMPTOM	CORRECTIVE ACTION
NO DATA SENT	**Check your service.** Call Southwestern Bell to ensure that you have *Caller ID* or *Call Waiting ID* service. **Check the answering machine.** Ensure that your answering machine is set to answer after two rings. Ensure you answer the call after two rings. **Check Call Fowarding.** Ensure that *Call Fowarding* is turned off. **Contact Southwestern Bell's Service Department, if the problem continues for more than 24 hours.** Your Southwestern Bell central office may be temporarily experiencing an overload.

We recommend that all service on the phone be performed by **CIDCO Incorporated** or an authorized repair agent. The **CIDCO Incorporated** Customer Service Center is located at 220 Cochrane Circle, Morgan Hill, CA 95037.