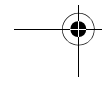
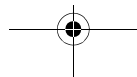
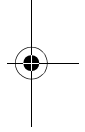
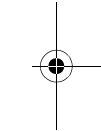
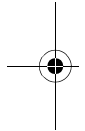
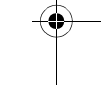


# D271

USER MANUAL

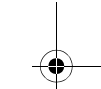


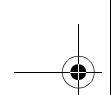


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Part No. 105510-01 Rev. A

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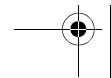
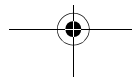
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## WARRANTY & SAFETY INSTRUCTIONS

### CAUTION

**CAUTION: To reduce the risk of fire or injury to persons, read and follow these instructions:**

- Read and understand all instructions.
- Follow all warnings and instructions marked on the unit and in the User Manual(s).
- Use only the battery type recommended in this manual.
- Unplug this telephone from the wall outlet before cleaning. Do not use liquid or aerosol cleaners, just use a damp cloth for cleaning.
- Do not place this telephone on an unstable cart, stand, or table. It could fall, causing serious damage or impeding operation.
- Never place this telephone near or over a radiator or heat register.
- Only operate this telephone using the type of power source listed on the marking label. If you are not sure of the power supply of your home, consult your dealer or local power company.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
- Never push objects of any kind into this telephone as

they can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.

- Take the phone to a qualified technician when it requires repair work or service. To reduce the risk of electrical shock, do not disassemble the telephone. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
- Unplug this telephone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - If the power supply cord or plug is damaged or frayed.
  - If liquid is spilled into the unit.
  - If the unit is exposed to water.
  - If the unit does not operate normally by following the operating instructions.
  - If the unit is dropped or the casing is damaged.
  - If the unit exhibits a distinct change in performance.

WARRANTY & SAFETY INSTRUCTIONS | 1

**SAVE THESE INSTRUCTIONS**

- Avoid using the telephone during an electrical storm. There can be a slight risk of electrical shock from lightning.
- Do not use the telephone to report a gas leak if the leak is in the vicinity of the phone
- Do not disassemble the unit. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
- Unplug this unit from all connections and refer servicing to qualified personnel when it requires repair work, service, or under the following conditions:
  - If the power supply cord or plug is damaged or frayed.
  - If liquid is spilled into the unit.
  - If the unit is exposed to water or rain.
  - If the unit does not operate normally by following the operating instructions.
  - If the unit is dropped or the casing is damaged.
  - If the unit exhibits a distinct change in performance.
- Ultimate disposal of this product should be handled according to all national laws and regulations.

## WARNINGS

**WARNING:** To prevent fire or shock hazard, do not expose this product to rain or moisture.

### CAUTION

**CAUTION:** To reduce the risk of electric shock, **DO NOT** remove cover or back. No user serviceable parts inside. Refer servicing to qualified personnel.



This symbol is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that might be of sufficient magnitude to constitute a risk of electric shock. Do not open the product's case.



This symbol is intended to inform you that important operating and maintenance instructions are included in the literature accompanying this product.

## D271 - 2.4GHz Cordless

### NEED TO KNOW

**Important:** *Although cordless phones generally require AC power to operate, your D271 phone can provide operational backup in the case of the power failure IF the spare battery is charged in the base.*

### CAUTION

**CAUTION:** Changes or modification to this device not expressly approved by CIDCO Communications could void the user's authority to operate this equipment.

### TELEPHONE WIRING AND JACK INSTALLATION

- Use caution when installing or modifying telephone lines.
- Never install telephone wiring during an electrical storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

### BATTERIES

- Disconnect the telephone when replacing the battery pack.
- Use only 3.6V 800mAh Nickel Cadmium (Ni-Cad) cordless telephone replacement battery pack (one included with phone).
- Do not dispose of the battery pack in a fire as it will explode. Check with local codes for proper battery disposal regulations.
- Do not open or mutilate the battery pack. Released electrolyte is corrosive and can cause damage to the eyes or skin. It can be toxic, if swallowed.
- Avoid contact with rings, bracelets, keys or other metal objects, when handling batteries. These objects could short out the battery or cause the conductor to overheat resulting in burns.
- Do not attempt to recharge the battery pack by heating it. Sudden release of battery electrolyte can cause burns or irritation to the eyes or skin.
- Remove the battery pack if you do not plan to use the phone for several months at a time. The batteries could leak over that time.
- Discard "dead" battery packs as soon as possible because they are likely to leak into the phone.
- Do not store this phone or battery pack in a high

temperature area. Batteries stored in a freezer or refrigerator should be protected from condensation during storage and defrosting. Battery packs should be stabilized at room temperature before using.



Ni-Cd



■ Your battery pack is rechargeable and can be recycled once it outlives its usefulness. Depending upon your local and state law, it might be illegal to dispose of this battery into a municipal waste system. Check with your local solid waste company or call 1-800-8-BATTERY for information on Ni-Cd battery recycling and disposal/restrictions in your area.

## FCC REQUIREMENTS

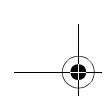
### FCC Part 15 Information

This equipment complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply within the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the instructions, the equipment might 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,



## D271 - 2.4GHz Cordless

the user is encouraged to try to correct the interference by one or more of the following measures:

- 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

**CAUTION:** Changes or modification to this device not expressly approved by CIDCO Communications could void the user's authority to operate this equipment.

### FCC Part 68 Information

This telephone is hearing aid compatible.

This equipment complies with Part 68 of the FCC rules. The FCC Part 68 label is located on the bottom of the product. This label contains the

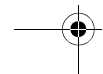
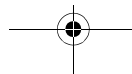
product's FCC Registration Number and Ringer Equivalence Number (REN). You must give this information to your telephone company if they request it from you.

Only use standard modular telephone jacks to connect to the telephone network. The appropriate outlet or jack is a USOC RJ11C or RJ11W, which complies with FCC Part 68 Rules.

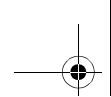
The REN is useful when trying to determine the maximum number of devices you can connect to your telephone line and still have those devices ring when called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you can connect to your line, as determined by the REN, contact your local telephone company to determine the maximum REN for your calling area.

If this device causes harm to the telephone network, the telephone company will give you advance notice if temporary discontinuance of service is required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your

## 5 | WARRANTY & SAFETY INSTRUCTIONS







right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of your equipment. If they do, you will receive advanced notice in order for you to make necessary changes to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Repairs to this equipment can only be made by the manufacturer, its authorized agents. If it appears that this device is causing harm to the telephone network, the telephone company might request that the device be unplugged until the problem is fixed. **DO NOT DISASSEMBLE THIS EQUIPMENT.**

## WARRANTY

If your telephone is defective in material or workmanship and you return it within one year from the date of purchase, we will repair it, or, at our option, we will replace it. If we repair it, we might use reconditioned replacement parts or materials. If we choose to replace it, we might substitute an identical reconditioned unit. The repaired/replaced unit is warranted for either (a) ninety days, or (b) the remainder of your phone's original one year warranty, whichever is longer.

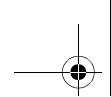
### A. WHAT YOU NEED TO DO

To receive warranty service, you must provide proof of purchase (your sales receipt) and date of purchase.

### B. WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover defects resulting from accidents, alterations, failure to follow this manual's instructions, battery leakage, misuse, fire, flood, and Acts of God.

We do not warrant this product to be compatible with party lines, with all types of telephone



## D271 - 2.4GHz Cordless

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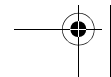
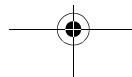
equipment, or with your specific customer premises equipment. Shipping costs to and from authorized service centers are not covered.

We are not responsible for implied warranties, including those of fitness for a particular purpose and merchantability after the initial one year period. We do not pay for loss of time, inconvenience, loss of use of the product, or property damage caused by this product or its failure to work, telephone company service calls, or any other incidental or consequential damages.

### C. STATE LAW RIGHTS

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation of incidental or consequential damages, so the above exclusions might not apply to you. This warranty gives you specific rights; you may also have other rights, which can vary from state to state.

## 7 | WARRANTY & SAFETY INSTRUCTIONS



## INTRODUCTION

The D271 is a 2.4GHz cordless phone that incorporates your telephone company's calling features, such as *Caller ID*, *Voice Mail* and *Call Waiting ID*, to provide a powerful full function *Caller ID* cordless telephone.

### D271 FEATURES

- Speakerphone
- New Message Indicator
- Caller ID/Call Waiting ID
- Stores up to 50 Caller ID Records
- 50 Directory records
- ?xx channels
- Dedicated Keys for: Hold, Mute, Speakerphone, Voice Mail, Redial/Pause, 7-10-11, Caller ID and Directory.
- Adjustable Ringer, Speakerphone and Handset Volume Control
- Hearing-aid Compatible
- English and Spanish
- Headset Jack
- Call timer
- Single key redialing

D271 - 2.4GHz Cordless

## INSTALLING THE D271

### ***CHECKING THE CONTENTS***

Check to see that the following items are enclosed:

- Telephone Base and Handset
- Long Line Cord
- Short Line Cord for Wall Mount
- Line cord for Wall Mounted Charger
- Wall Mounted Charger
- AC Adapter
- Belt Clip
- User Manual

### ***INSTALL THE BATTERY***

Use this procedure to install or replace the battery. Be sure to follow the battery specifications and safety instructions. See "WARRANTY & SAFETY INSTRUCTIONS" on page 1.

Use only 3.6V Nickel Cadmium (Ni-Cad) batteries in this phone.

- b. Press down on the battery cover and slide the cover down to expose the battery compartment.

- c. Locate the battery terminals inside the battery compartment and the corresponding terminals on the battery pack. Align the battery pack terminals with the terminals in the battery compartment.
- d. To replace the battery cover, insert tab at top of cover into slot in handset. With cover aligned over the battery opening, firmly press down until the cover snaps into place.



### **NEED TO KNOW**

*Prior to first use, place the handset in the cradle and charge the battery for at least 12 hours. The charge light on the base comes on to tell you that the handset is charging.*

### ***CHOOSE A 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.

### ***PLUG IN THE ADAPTER***

- a. Plug the adapter tip into the round jack on the base and the other end into an electrical outlet. Without AC power, your phone will not operate.
- b. Thread the cord through the clip on the housing to prevent the cord from pulling loose.

For wall mounting, plug in adapter after installation of base.

### ***INSTALL THE LINE CORD***



#### **NEED TO KNOW**

*Make sure the battery has charged for 12 hours before installing the line cord.*

You can set your telephone on a tabletop

or mount it on the wall.

### ***FOR TABLETOP USE***

- a. Plug the long line cord into the phone jack marked TEL LINE.
- b. Plug the other end of the line cord into the wall jack.

### ***FOR WALL MOUNTING***

- a. Plug the short line cord into the phone jack marked TEL LINE.
- b. Plug the other end of the line cord into the wall jack.
- c. Use the gap on the underside of the base to gather any excess cord.
- d. Hang the base over the wall mounting bracket. This is either already mounted on your wall or can be purchased where telephone supplies are sold.

### ***TURN ON THE PHONE***

The base of your phone is on whenever the AC adapter is plugged in to both the phone base and AC outlet.

## D271 - 2.4GHz Cordless

### **ATTACH THE BELT CLIP**

You can use the belt clip to hang the handset from your belt.

- a. Place the belt clip on the back of the handset.
- a. Align the tabs on the belt clip with the slots on the handset.
- a. Press the belt clip to the handset to snap the tabs into the slots.

Make sure both tabs are securely snapped into the handset slots.

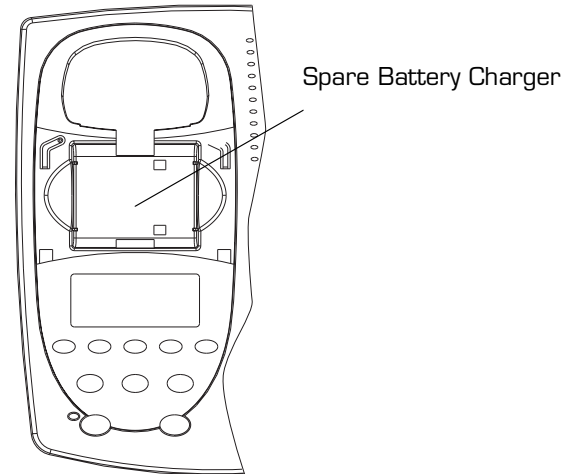
### **SPARE BATTERY**

Place the spare battery pack in the charger located in the base of the D271. When the spare battery is in the base and charged, it provides operational backup during a power failure. Rotate battery packs as needed. If the battery pack fails to charge, replace with a new battery pack.

To install the spare battery, remove the cover below the handset holder.

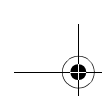
Purchase only 3.6V nickel cadmium (Ni-Cad) batteries

for your phone.



### **NEED TO KNOW**

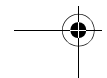
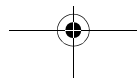
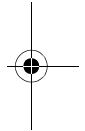
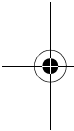
*During power failure, the base functions may not operate and caller id information may not be accurate.*



***ATTACH HEADSET (OPTIONAL)***

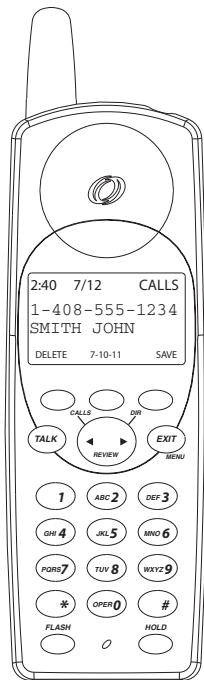
A headset with a standard 2.5 mm plug may be used with your new D271. Plug the headset into the **HEADSET** jack on the side of the handset.

- b. Press **VOLUME ▲** or **▼** to adjust the speakerphone volume.



D271 - 2.4GHz Cordless

## FEATURES AND CONTROLS



### HANDSET FUNCTIONS

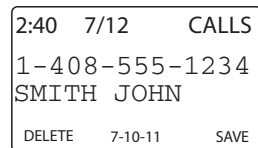
- **Talk Light** indicates your phone is off hook or in use. The light remains solid when the handset is in use. This light will flash when using the speakerphone or the handset is on hold.
- **Voice Mail Light** flashes if you have messages in your mailbox.
- **Talk Key** is used to access the telephone line.
- **Calls Key** provides one touch access to your Caller ID Records.
- **Dir Key** provides one touch access to your Directory Records.
- **Exit/Menu Key** allows you to setup your phone, access your Caller ID Records and Directory Records, and control the use of the Network Services.
- **◀ Review ▶ Key** allows you to scroll through menu options and records.
- **Dial Pad** numeric keys are used in the conventional manner for dialing.
- **Flash Key** allows Call Waiting subscribers to switch between two calls.



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

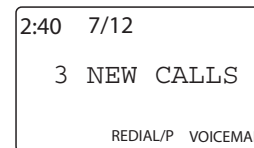
Depending on the handset's mode, Caller ID, Directory or idle, the display varies. The functions of the 3 buttons below the display vary with the mode.

### CALLER ID MODE



- **Delete Key** is used to erase digits on the display. It can also delete single or multiple entries from the Caller ID records and Directory.
- **7-10-11 Key** allows you to modify the format of a call in a Call Record so that it will be in the correct format to dial from your phone.
- **Save Key** allows you to save information in the directory [??].

### IDLE MODE



- **Redial/P Key** recalls and dials the last phone number dialed.
- **Voicemail Key** allows you to access your voice mail box.

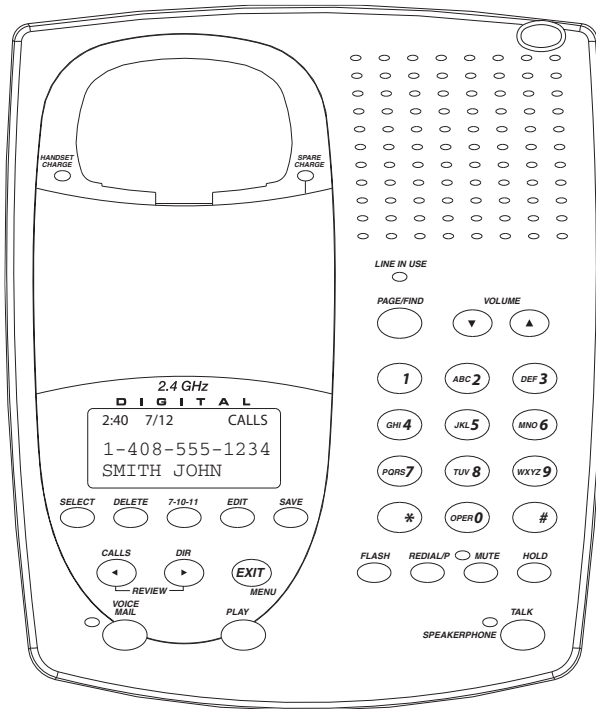
### DIRECTORY MODE



- **Delete Key** see Caller ID mode.
- **Edit Key** allows you to edit information in the directory.

## D271 - 2.4GHz Cordless

### BASE FUNCTIONS



### Lights

- **Voice Mail** flashes if you have messages in your mailbox.
- **Line in Use** comes on whenever this phone, or any other telephone on the line, is being used.
- **Handset Charge** comes on when the handset is in the base.
- **Spare Charge** comes on when the spare battery is in the charger.
- **Speakerphone** comes on when the speakerphone is in use and flashes when on hold.

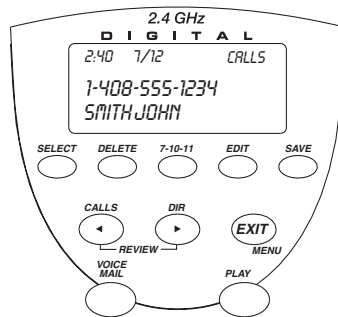
- **Mute** flashes indicating that the speakerphone microphone is muted.
- **Talk** indicates the phone is off hook or in use.

### Keys

- **Volume Control Keys** adjust the loudness of the speakerphone, or the ringer.
- **Dial Pad** numeric keys are used in the conventional manner for dialing.
- **Flash Key** allows Call Waiting subscribers to switch between two calls.
- **Redial/P Key** recalls and dials the last phone number dialed.
- **Mute Key** mutes the speakerphone

microphone.

- **Hold Key** places the existing call on hold.
- **Speakerphone/Talk Key** allows you to turn on or off the speakerphone and also dials the number on the display.



- **Select Key** allows you to select the displayed

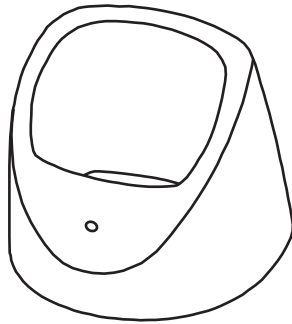
option when in the Menu.

- **Delete Key** is used to erase digits on the display. It can also delete single or multiple entries from the Caller ID records and Directory.
- **7-10-11 Key** allows you to modify the format of a call in a Call Record so that it will be in the correct format to dial from your phone.
- **Edit Key** allows you to edit information in the directory.
- **Save Key** allows you to save information in the directory [??].
- **Calls Key** provides one touch access to your Caller ID Records.
- **Dir Key** provides one touch access to your Directory Records.
- **Exit/Menu Key** allows you to setup your phone, access your Caller ID Records and Directory Records, and control the use of the Network Services.
- **Review Keys** allow you to scroll through menu options and records.
- **Voice Mail Key** allows you to access to your Voice Mail. You must subscribe to this service through your local telephone company.

## D271 - 2.4GHz Cordless

- **Play Key** is used to play the messages in your voice mail box once you have entered Voice Mail.

### WALL MOUNT HANDSET HOLDER



In addition to the the charging unit in the base, a wall mounted charger is included with your phone for use when the base is mounted to the wall. It must be placed with 18 inches of the base in order to connect the wires.{??}

### PERSONALIZING YOUR PHONE

The D271 has many features to personalize your phone - both as one time set up or for individual calls. To view the options and to select the desired configurations, select the **EXIT/MENU** key. - MENU OPTIONS - is displayed on the screen. The desired option can be selected by scrolling through the list and entering the indicated number. The following table shows the specific number for each option.

OPTION	Enter.....
NETWORK SERVS	1
MSG SCREENING	2
CALL ID PAGING	3
INTERCOM	4
CLR VMAIL LITE	5
RING ON/OFF	6
VMAIL SETUP	7
MISC OPTIONS	8

### **NETWORK SERVICES**

The Network Services option allows you easy access to the network services you subscribe to through your telephone company. Scroll through the options available and press **TALK** to dial the speed dial (?) number or activate the displayed function.

### **MESSAGE SCREENING**

The Message Screening option is used to setup Message Screening.



### **NEED TO KNOW**

*To use this feature, you must subscribe to your local telephone company's Voice Mail and 3-Way Calling services. Please contact your local telephone company to activate these services. If you have not subscribed to 3-Way Calling and you turn Voice Mail Screening on, per use charges for 3-Way Calling will apply for each call screened.*

When the Message Screening option is selected, enter 3 for setup and **SCREEN ALL CALLS?** is displayed. Select one of the following options by entering the indicated number.

- 1 = ALL

- 2 = PRIVATE AND UNAVAILABLE
- 3 = UNAVAILABLE ONLY

### **CALLER ID PAGING**

Caller ID Paging sends a numeric message to your pager showing you the phone number of the incoming call. The numbers 55 appear at the end of the phone number displayed on the pager and indicate it is a Caller ID paging call.

#### a. Setting up Caller ID Paging

To setup your pager number, press **3** for Call ID Paging. Press **3** again for setup. Enter your pager number and then press **SAVE**. **SAVED** is displayed in the screen.

You should enter your pager number as you would dial it from a phone (including a leading "1" and the area code only if you would normally dial that to reach your pager).

**SEND CALLER ID PAGING FOR ALL CALLS?** appears in the screen. Select one of the following by pressing the indicated number

- 1 = ALL
- 2 = ONLY UNANSWERED CALLS

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### b. Using Caller ID Paging

Once the pager number has been entered, you can turn the service on and off. Press the **MENU** key and then press **3** for Caller ID Paging. If the pager number has previously been entered, **CURRENTLY ON(OFF)** appears in the screen. Select one of the following by pressing the indicated number.

- 1 = ON
- 2 = OFF
- 3 = SETUP

### **INTERCOM**

In addition to the normal telephone functions, your D271 can also be used as an intercom.

To configure your phone as an intercom, press the **MENU** key and then press **4** for Intercom. **INTERCOM ACTIVE** is displayed.

### **CLR VOICE MAIL LIGHT**

If the Voice Mail light is on when there are no messages in the mailbox, press **MENU** and then press **5** to turn the light off. **VMAIL LIGHT OFF** is displayed.

### **RING ON/OFF**

To turn the ringer on and off for both the handset and the base, press **MENU** and then press **6**. **RING ON/OFF** is displayed.

Select either the handset or base.

- 1 = HANDSET
- 2 = BASE

Select ON or OFF

- 1 = ON
- 2 = OFF

### **VMAIL SETUP**

If you subscribe to your local telephone company's Voice Mail service, the **VOICE MAIL** key can be used to automatically access your mailbox.

To setup your Voice Mail access number, press **7** for Vmail Setup. Enter your access number and then press **SAVE**. **SAVED** is displayed in the screen. Enter your password and then press **SAVE**. **SAVED** is displayed.

Voice Mail systems operate differently and some required pauses to be entered. After setting up the

Voice Mail access number and password, the screen prompts **IS PASSWORD BEING DIALED TOO SOON?** The choices are:

- 1 = YES
- 2 = NO/NOT SURE

Pressing **1** allows pauses to be added. Press **REDIAL/P** to add a pause. When enough pauses have been added, press **SAVE**. **SETUP COMPLETE** is displayed.

Two to three pauses are suggested.

### ***Misc Options***

Misc Options allows you to setup the following:

- a. Language
- b. Dialing Method
- c. Answer Method

Press **MENU** and then press **8** to setup these options.

### ***Selecting a Language***

Press **1** to select the language. Your telephone displays in either English or Spanish.

- 1 = ENGLISH
- 2 = ESPANOL

### ***Selecting a Dialing Method***

Press **2** to select the dialing method. Your phone can dial in either tone or pulse/rotary mode.

- 1 = TONE
- 2 = PULSE

### ***Selecting an Answering Method***

Press **3** to select the way you answer the phone. The phone can automatically answer incoming calls when the handset is removed from the cradle, or the phone will only answer after pressing the **TALK** key.

- 1 = ANSWER ON PICKUP
- 2 = PRESS TALK TO ANSWER

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## USING THE D271

### ANSWERING CALLS

You can answer a call three ways:

- a. Press any key on the handset or press **SPEAKERPHONE** on the base.
- b. Press **FLASH** to answer Call Waiting calls.
- c. Set the telephone to Answer on Pickup. The telephone is automatically answered when the handset is lifted from the cradle. See "Selecting an Answering Method" on page 20.

### USING VOICE MAIL

If you subscribe to your local telephone company's Voice Mail Service, you can use your **VOICE MAIL** key to automatically access your mailbox.

- a. When your **VOICE MAIL** light flashes, or you see the screen display MESSAGE WAITING, press the **VOICE MAIL** key.
- b. You will be connected to your mailbox

and will begin to hear your messages being played.

### USING VOICE MAIL MESSAGE SCREENING

Some voice mail systems operate differently and require a pause to be entered after your telephone number. We recommend placing a test call to ensure a proper connection. If the test call does not connect, a pause is required.

See "Voice Mail Setup" to adjust the number of pauses.

When the *Voice Mail Screening* feature is turned on:

- After the selected number of rings your caller will hear the message *"Please hold while we complete your call."*
- The caller will then hear your voice mail prompt (outgoing message) asking them to leave a message.
- While the caller is leaving a message, you can either take the call by pressing the **TALK** key (or **SPEAKERPHONE** key on the base). If you do nothing, the message will be left in your



voice mailbox.

■ The **NEW CALLS** display will not be seen. Network Voice Mail and 3-Way Calling are required from your local telephone company in order to use Voice Mail Screening. Please contact your local telephone company to activate these services. If you have not subscribed to 3-Way Calling and you turn Voice Mail Screening on, per use charges for 3-Way Calling will apply for each call screened.

### USING CALLER ID PAGING

You can turn your *Caller ID Paging* feature on and off as needed. Press the **MENU** key on handset or base. Enter **3** for Caller ID paging or scroll through the menu options

- a. Press **1** to select **ON**.
- b. Press **2** to select **OFF**.

While your *Caller ID Paging* feature is turned on, you will receive the Caller ID telephone number(s) of the calls you have directed to be forwarded. You have the option of receiving notification of all calls, or just unanswered calls. If you would like to change the current setting on this feature, see "Forward All Calls or Forward Unanswered" on page 11.

### ***If your Pager Number Changes***

If you change your pager number, you will need to program the new number into your phone. To enter your new pager number see Caller ID paging.

### USING NETWORK SERVICES

Your phone is programmed so that you can easily use all of the convenient network services that you subscribe to through your telephone company. To use any of these features, press the **MENU** key on either the handset or base and select **1 = NETWORK SERVICES** or enter **1**. For a list of the features that are programmed into your phone, please refer to your Quick Start insert.

- a. To scroll through the features available, press **REVIEW ►**.
- b. When the screen shows the feature you wish to use, activate the feature by pressing the **TALK** key on the handset or the **SPEAKERPHONE** key on the base.
- c. If you would like to have access to a feature that you do not currently subscribe to, please contact your local

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telephone company.  
Some of the Network Services, such as Voice Mail and Caller ID paging require additional setup. See Network Services.

### DIALING

- a. Press **TALK** on the handset or **SPEAKERPHONE** on the base.
- b. Use the keypad to dial the phone number.

### PRE-DIALING

- a. Use the keypad to enter a telephone number.
- b. Check the number on the display. If the number is wrong, press **DELETE** to delete the entry digit-by-digit.
- c. Press the **TALK** or **SPEAKERPHONE** key to dial the number.

### CONVENIENCE DIALING

You can quickly dial by directly calling from:  
■ Caller ID Records

- Directory Records
- Last Number Redial

### Using the 7•10•11 DIAL Key

There is a key on both the handset and base labeled **7•10•11**. You will need to use this when you are using your *Convenience Calling* features. When selecting a number from the *Caller ID Records* the number you select will appear as either a 7, 10 or 11 digit number. For example:

- 7 digits = 555-1234
- 10 digits = 408-555-1234
- 11 digits = 1-408-555-1234

You must choose the correct format to dial the area code and number of the call record chosen. Press the **7•10•11** key to change between the different formats.

When the number appears as it should be dialed from your phone, proceed as described in the steps below.

### Dialing from Caller ID Records

- a. Press **CALLS**.
- b. Use the ◀ **REVIEW** ▶ keys to find the call record desired.

- c. Use the **7•10•11** key to choose the right format to dial the number from your phone (see above).
- d. Press **TALK** or **SPEAKERPHONE** to place the call.

### ***Dialing from Directory Records***

- a. Press the **DIR** key.
- b. Use the **◀ REVIEW ▶** keys to find the directory record desired. See *Creating your Directory List*, on page 27. Also, see *Looking Up Records Alphabetically*, on page 27.
- c. Press **TALK** or **SPEAKERPHONE** to place the call.

### ***Last Number Redial***

Press **REDIAL/P** on the handset or base.

## **ADJUSTING THE VOLUME**

### **Adjusting the Handset Volume**

- a. Press the **TALK** key.

- b. Press the **▲** or **▼ VOLUME** key on the side of the handset while the phone is off hook to increase or decrease the volume.

### **Adjusting the Handset Ringer Volume**

- a. Press the **▲** or **▼ VOLUME** key on the side of the handset while the phone is not in use.
- b. You hear the sound of the ringer as you adjust the volume.

### **Adjusting the Speakerphone Volume**

- a. Press the **▲** or **▼ VOLUME** key on the base while the phone is in Speakerphone mode to increase or decrease the speakerphone/intercom volume.

### **Adjusting the Base Ringer Volume**

- b. Press the **▲** or **▼ VOLUME** key on the base when the phone is not in use to increase or decrease the ringer volume.

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### USING THE SPEAKERPHONE

Press **SPEAKERPHONE** to turn the speakerphone on or off.

Be careful switching from handset to speakerphone mode. If you press **SPEAKERPHONE** while talking on the handset, you may hear feedback. You can stop the feedback by pressing **TALK** on the handset again.

### USING THE INTERCOM

You can use the D271 as an intercom. To activate, press **MENU** and select 4 = **INTERCOM**. To deactivate, press **TALK** or **SPEAKERPHONE**.

### USING HOLD

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

There are two way to take a call off hold:

- a. Press **TALK** or **SPEAKERPHONE** to resume the call.
- b. 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.

### TEMPORARY TONE SERVICE

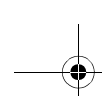
If your phone is set to Pulse and you need Tone service for interacting with bank and other automated services, you can temporarily change your dial setting to Tone. Press \* during the call and the phone switches to temporary Tone service for the duration of the call. The phone returns to Pulse service when you hang up. See Select Dialing Method, on page 12.

### GOING OUT OF RANGE

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 the **PAGE/FIND** key again.

If the handset does not beep, it is either turned off, out of range, or the battery needs recharging.

when mute is on.

## LOW BATTERY

When the handset battery charge becomes low you will hear an audible tone and will see the display message **RECHARGE BATTERY**. You have approximately 5 minutes to conclude your call or switch phones before your call is dropped.



### NEED TO KNOW

*Prior to first use, place the handset in the cradle and charge the battery for at least 12 hours. The charge light on the base comes on to tell you that the handset is charging.*

## USING MUTE

The mute function allows you to block your side of a conversation. Mute is only available on the base speakerphone.

Press **MUTE** to turn mute on or off. The light flashes

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## USING THE DIRECTORY

### LOOKING UP RECORDS IN THE DIRECTORY

#### *Looking Up Records Using REVIEW*

- Press the **DIR** key on the handset or base.
- Use the **◀ REVIEW ▶** keys to find the directory record desired.
- When the end of the Directory list is reached, **TO ADD A NEW ENTRY PRESS EDIT** is displayed. See Creating your Directory List below.

#### *Looking Up Records Alphabetically*

- Press the **DIR** key on the handset or base.
- 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.

- Press **REVIEW ▶** to see additional records starting with the letter "R."
- Press **TALK** to call the name/number displayed.

### CREATING YOUR DIRECTORY LIST

You can create a personal phone directory containing up to 50 names and numbers. Once you create your personal phone directory, you can automatically dial from the directory.

You can create your directory in two ways:

- Copy a Caller ID record to the directory.
- Create a new directory record.

#### *Copying a Caller ID Record*

- Press the **CALLS** key.
- Use the **◀ REVIEW ▶** keys to find the call record desired.
- Press **SAVE**. **SAVE IN DIR** is displayed.

To edit the name and number field, you

must be in Directory mode. For details see See "Creating or Editing" on page 28.

### ***Creating or Editing***

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

- a. Press the **DIR** key.
  - To edit a record press the **◀ REVIEW ▶** keys until the desired record is displayed.
  - To create a new record press the **◀ REVIEW** key until TO ADD A NEW ENTRY PRESS EDIT is displayed.
- b. Press the **EDIT** key. Enter or edit the name.
  - Use the number key pad to enter in characters (see below).
  - Use the **◀ REVIEW ▶** keys to move back and forth along the field line.
  - Use the **DELETE** key to erase a letter or number.
- c. Press the **SAVE** key. Enter or edit the telephone number.

- d. Press the **SAVE** key. The message NUMBER STORED appears on the display.

### ***Entering Alphanumeric Characters***

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. If the next desired letter is on the same key as the current letter, press the **REVIEW ▶** key to move to the next position. Press **REVIEW ▶** to enter a blank space.

### ***Special Symbols***

When in edit mode, you can also use the \* and the # keys to cycle through 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.

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- Pressing **FLASH** to add a flash in the number field.
- Pressing **REDIAL/P** adds a three second delay (pause).



### NEED TO KNOW

*The phone dials the number exactly as it is stored in the directory.*

## DELETING DIRECTORY RECORDS

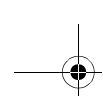
### *Deleting an Individual Directory Record*

- a. Press **DIR**.
- b. Use the **◀ REVIEW ▶** keys or look up alphabetically (see Looking Up Records Alphabetically, on page 27) to locate the record you want to delete.
- c. Press **DELETE**. You are prompted with **DELETE? YES NO**.
  - Press **1** for YES.
  - Press **2** for NO.
- d. **DELETED** is displayed.

### *Deleting All Directory Records*

- a. Press **DIR**.
- b. Use the **◀ REVIEW ▶** keys to locate any record.
- c. Press and hold **DELETE**. You are prompted with **DEL ALL? YES NO**.
  - Press **1** for YES.
  - Press **2** for NO.
- d. **50 EMPTY ENTRIES** is displayed.





## REVIEWING AND DELETING CALL RECORDS

### REVIEWING CALL RECORDS

- a. Press the **CALLS** key.
- b. Press the **REVIEW** ► key to display the first (oldest) call record; or press the ◀ **REVIEW** key to display to most recent call record.
- c. Use the ◀ **REVIEW** ► keys to move through the call log.
- d. Press **EXIT** to return to the idle mode.

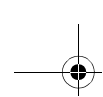
### DELETING INDIVIDUAL CALL RECORDS

- a. Press the **CALLS** key.
- b. Use the ◀ **REVIEW** ► keys to find the record you want to delete.
- c. Press **DELETE**. **DELETED** appears.

### DELETING ALL CALL RECORDS

- a. Press **CALLS**.

- b. Press and hold **DELETE**. **DEL ALL?**  
**YES NO** appears.
  - Press **1** for **YES**.
  - Press **2** for **NO**.



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### READING DISPLAY MESSAGES

The D271 informs you of status by displaying the following messages:

■ **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 sent from the telephone company is incomplete for this caller. There is no problem with the phone.

■ **INTERCOM ACTIVE**

The intercom between the base and handset is active.

■ **LONG DISTANCE**

The message sent is a long distance call.

■ **MESSAGE WAITING**

You have a message in your voice mailbox.

■ **NAME UNAVAILABLE**

The person is calling from an area that 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.

■ **OUT OF RANGE**

You have exceeded the maximum distance between the handset and base, or the base is not receiving power through the AC Adapter.

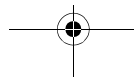
■ **PAGING**

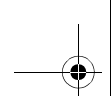
This indicates find mode. The base is paging the handset or the handset is paging the base. Press any key other than the **TALK** key to terminate paging.

■ **PRIVATE**

The caller has purposely chosen to block his/her caller ID information.

■ **RECHARGE BATTERY**





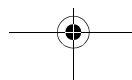
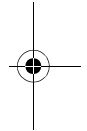
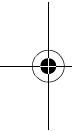
The handset battery is getting low. Place the handset in the base in order to recharge.

■ UNAVAILABLE

Caller ID information is not available from the caller's area.

■ NO PHONE NUMBER SHOWS

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.



## TROUBLESHOOTING

### PROBLEM/SOLUTION

- 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 "Install Battery" on page 5 for details.
- *Caller ID/Call Waiting ID* doesn't work properly
  - Verify that Caller ID service is active. Call your local telephone company's business office to ensure that your services are active. You can verify that your Call Waiting ID is active by listening for a double tone which indicates that another call is being received.
  - 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.

- Number that was forwarded to pager is not the same number recorded in the Call Record
  - Call Waiting was not turned off for this call. See *Call Waiting Subscribers*, on page 11 to program your phone to turn off Call Waiting every time a Caller ID number is forwarded to your pager.
- Call was received and recorded in Call Record but number was not forwarded to pager
  - Phone was answered but number was not forwarded to pager. To set your feature so that all Caller ID numbers are forwarded to your pager whether they are answered or not, see *Forward All Calls or Forward Unanswered*, on page 11 to reprogram your phone.
  - Call Waiting was not turned off for this call and the Caller ID Paging send was interrupted by a Call Waiting tone. See *Call Waiting Subscribers*, on page 11 to program your phone to turn off Call

Waiting every time a Caller ID number is forwarded to your pager.

- Charges for 3-Way Calling appear on phone bill
  - Network *Voice Mail* and *3-Way Calling* are required from your local telephone company in order to use *Voice Mail Screening*. Please contact your local telephone company to activate these services. If you have not subscribed to *3-Way Calling* and you turn *Voice Mail Screening* on, per use charges for *3-Way Calling* will apply for each call screened.
- Message Screening fails to connect caller to Voice Message system
- There may not be enough pauses programmed in. To add pauses, follow the procedure under Enter the number of 3 Second Pauses, on page 9.
- If you block incoming calls which have unidentified Caller ID numbers, you will need to program your phone to disable this feature on Message Screening calls. To do this:
  - Press the **MENU** key.
  - Press **REVIEW ►** until you see MESSAGE

SCREENING. Press **1** for YES.

- Delete your old telephone number by pressing the **DELETE** key until no numbers are left on the screen.
  - Press **\*82**, press **REDIAL** to enter a pause, and then reenter your telephone number.
  - If you have determined that you need to add a pause after your telephone number, press the **REDIAL/P** key (located on the bottom of the handset) once for each 3 second pause needed.
  - Press the **REVIEW ►** key until you see SETUP COMPLETE.
- 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



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light should come on.

- Recharge or replace the battery. See "Install the Battery" on page 9 for more details.

### ■ INCOMPLETE DATA

- Call information was distorted before reaching the unit. Normal static on the telephone line can cause an INCOMPLETE DATA message. If this condition persists, check with your local telephone company to ensure that there is not a problem with your phone line.

### ■ Phone does not ring

- Verify that the LINE CORD is plugged in correctly.
- Verify the handset ringer is set On. Verify that the ring volume control on the base is turned on.
- Check the AC adapter.
- Verify that the base ringer is not turned Off.
- 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 local telephone company 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 25.

### ■ No dial tone

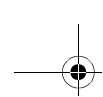
- Verify that the line cord is connected and secure.
- Check that the handset is fully charged.
- Move the handset closer to the base. See "Going Out of Range" on page 25.

### ■ 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.
- Check the AC adapter.

### ■ Handset does not work

- Check the AC adapter. Be sure that the adapter is undamaged 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.

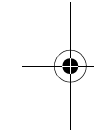
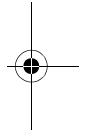
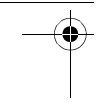


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- Place the telephone in the cradle for several seconds. Ensure the handset is making contact in the cradle.
- Recharge or replace the battery. See "Install the Battery" on page 9 for more details.
- Voice Mail light is on when there are no messages in the mailbox
  - Turn the light off manually by entering the Setup Mode as described in *Step 2a. Clear Voice Mail Light* on page 9.
- Voice Mail key dials my passcode before the system is ready for it.
  - Add more pauses to the dialing number.
- NO DATA SENT
  - Check your service. Call your local telephone company 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 Forwarding. Ensure that *Call Forwarding* is turned off.
- Contact your local telephone company's Service Department if the problem continues for more than 24 hours. Your local telephone company central office may be temporarily experiencing an overload.



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