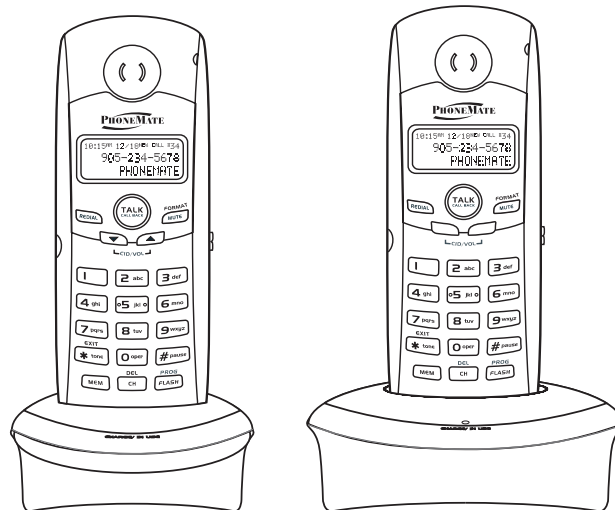


PHONEMATE

INSTRUCTION MANUAL

**5.8 GHz
Cordless Telephone
with Caller ID &
Visual Call Waiting**

PM5821
PM5825 Dual Handset
PM5827 Triple Handset
PM5805 Expansion Handset



The picture above depicts the dual handset model PM5825

Important

Charge the handset battery for 12 continuous hours prior to first use.

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The exclamation point within the triangle is a warning sign alerting you of important instructions accompanying the product.

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INTRODUCTION

Congratulations on your purchase of this PhoneMate cordless telephone. Your PhoneMate 5.8 GHz cordless telephone is a fine-quality home communications product. It is carefully designed and produced by a world leader of consumer and industrial electronic equipment. With proper maintenance and care, it will provide you with years of enjoyment and convenience.

Main Features

5.8 GHz Technology

Superior Range – The use of 5.8 GHz frequency band for signal transmission between base and handset means greater communication range compared to conventional **43 - 49 MHz** cordless telephones.

Ultra-Low Noise – The high frequency communication also has significantly reduced noise level.

40-Channel Auto Scan – Your new telephone uses one of 40 channels in the 5.8-GHz frequency band. It automatically selects a clear channel every time you receive or place a call on the handset.

Other features

- Caller ID on handset
- Compatible with Caller ID and Visual Call Waiting
- 40 name/number Caller ID list: name/number, time and date
- 3-line trilingual display with backlight LCD screen
- Dial back from Caller ID list
- 3 ringer tones
- 10 memory call log
- Tone & pulse dialing compatible
- Caller transfer (For PM5805 only)

IMPORTANT: To use all of the features of this telephone, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service from your telephone company. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting Service.

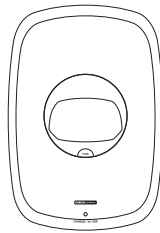
GETTING STARTED

Checking package contents

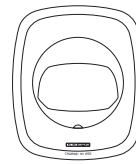
Make sure your package includes the items shown here.



Handset



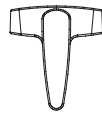
Base unit



Charger
(optional)



Telephone
line cord



Belt clip



Battery



AC Adaptor

Some models such as PM5825 and PM5827, may contain multiple handsets, Belt Clips, Batteries and AC Adapters.

Modular jack

You need an RJ11 type modular phone jack. If you do not have a modular jack, call your local phone company to find out how to get one installed.

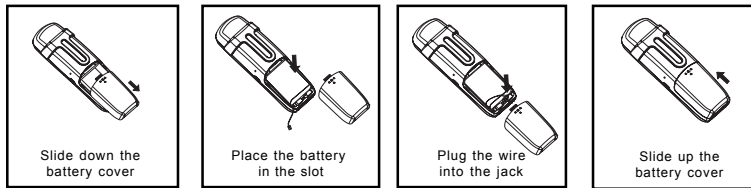
Installation tips

Some cordless telephones operate at frequencies that may cause interference to nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave oven, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.

Certain other communications devices may also use the 5.8 GHz frequency for communication and if not set properly these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 5.8 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.

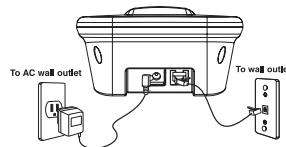
Battery setup

1. Remove the battery compartment cover on the handset, insert the battery, plug the cord into the jack (inside the compartment) and replace the cover.
2. Set the handset **RINGER** switch to **ON**, and place handset in the base.



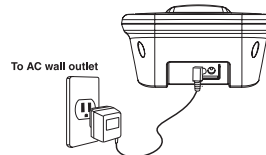
Connecting the base unit and charging the handset

1. Plug the AC adaptor into the power **DC 9V** jack on the back of the base. Plug the other end into a wall outlet.
2. Set the base on a desk or tabletop and place one handset in the base unit.
3. Make sure that the **CHARGE/IN USE LED** illuminates.



Connecting the charger and charging the handset (For PM5805)

1. Plug the AC adaptor into the power **DC 9V** jack on the back of the charger. Plug the other end into a wall outlet.
2. Place another handset in the charger and make sure that the **CHARGE LED** illuminates.

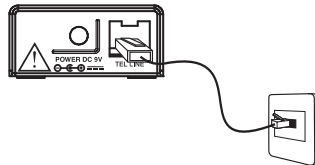


- Note:**
- Charge your handset at least 12 hours before plugging into the phone line.
 - Charge the handset for 12 continuous hours prior to first use. The initial battery charge is important for best performance.
 - It is normal for the handset and base to get warm when the handset is charging in the base.

Caution: Use only the PhoneMate AC adaptor that is supplied with this phone. Using another AC adaptor may damage the phone.

Telephone line connection

Once the handset battery is fully charged, connect the telephone line cord to the **TEL LINE** jack on the back of the base. Plug the other end into a telephone outlet.



Tone/pulse setting

1. If you have Pulse (rotary) service, you will need to set the dial mode to pulse. If you have Touch-Tone service, do nothing as your phone has been set to Tone prior to shipment. If you do not know which type of service you have, contact your local telephone company.
2. To change to Pulse or Tone service, See **Tone/pulse setting**, page 11.

Register handsets to the main base before use

Your cordless phone uses a digital security system to provide protection against false ringing, unauthorized access and charges to your phone line. When you place the handset in the main base, the handset will automatically register to the base.

To register the optional handset for models PM5805, PM5825 and PM5827.

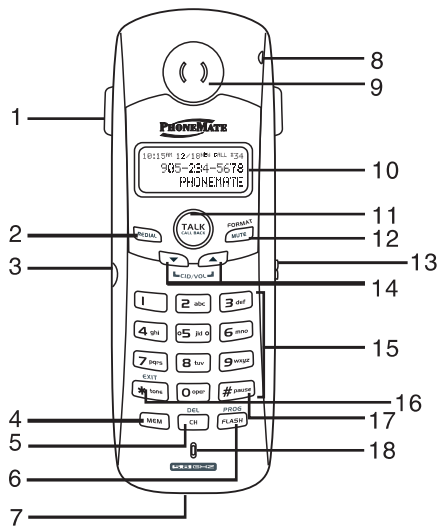
The optional handset (charge in the extra charging cradle) must also be registered to the main base before use.

1. Be sure both handsets are fully charged.
2. Remove the handset from the charging cradle, and place it in the main base.
3. Wait for at least 5 seconds before removing the handset from the main base.
4. After both handsets are registered, it doesn't matter which handset is placed in the main base or the charger.
5. The charge/in use LED lights on the main base.

- Note:**
- After a power failure occurs or battery replacement, both handsets will need to be re-registered. To re-register, follow the same registration process as above.
 - If the handset's battery becomes very low, the handset must be recharged for 12 hours and re-registered to the main base unit.

NAMES AND CONTROLS

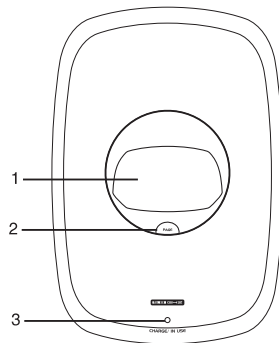
Handset



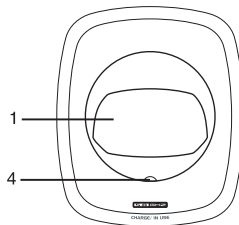
- | | |
|-----------------------------|---|
| 1. Belt clip | 11. TALK key (also used to end a call) |
| 2. REDIAL key | 12. MUTE/FORMAT key
(MUTE/FORMAT/TRANSFER key) |
| 3. Headset jack | 13. Ringer switch |
| 4. MEM (memory) key | 14. CID/VOL (volume) up/down key |
| 5. CH (channel)/DEL key | 15. Keypad (0-9) |
| 6. FLASH/PROG (program) key | 16. *TONE/EXIT key |
| 7. Charging contacts | 17. #PAUSE key |
| 8. Incoming call/in use LED | 18. Microphone |
| 9. Earpiece | |
| 10. LCD screen | |

NAMES AND CONTROLS

Base Unit



Charger For PM5805



1. Handset Cradle
2. Page Key
3. Charge/In Use LED
4. Charge LED

INITIAL PROGRAMMING

Before using this telephone, 4 initial settings must be completed on the handset: Language, Area code (this is required to use Caller ID service from your telephone company), Ringer tone, and Tone/Pulse setting.

Language setting

1. Make sure the phone is OFF (not in TALK mode).
2. Press **FLASH/PROG** until “► 1 ENG 2 FRA 3 ESP” shows on screen.
3. Press **CID/VOL ▲** or **▼**, or the number keys (1 – 3) to select the desired language.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

Area code setting

For proper Caller ID operation, you must program your area code.

1. Make sure the phone is OFF (not in TALK mode).
2. Press **FLASH/PROG** repeatedly until “AREA CODE - - -” shows on screen.
3. Enter your 3-digit area code using the number keys. To change a digit, press **CH/DEL** and then re-enter the number.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

Ringer tone

1. Make sure the phone is OFF (not in TALK mode).
2. Press **FLASH/PROG** repeatedly until “RINGER TONE ► 1” shows on screen.
3. Press **CID/VOL ▲** or **▼**, or press the number keys 1-3 to select the desired ringer tone.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

Tone/pulse setting

1. Make sure the phone is off (not in TALK mode).
2. Press **FLASH/PROG** repeatedly until “► 1TONE 2 PULSE” shows on screen.
3. Press **CID/VOL ▲** or **▼**, or press the number keys 1-2 to select TONE or PULSE.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

Resetting to default

You can reset the phone programming to the initial factory default settings. The default settings are:

Language	English
Area Code	- - -
Ringer Tone	1
Tone/Pulse Setting	Tone

1. Make sure the phone is OFF (not in TALK mode).
2. Press **FLASH/PROG** repeatedly until "**DEFAULT ►1 NO**" shows on screen.
3. Press **CID ▲** or **▼**, or the **1** or **2** keys to select your choice between "1 NO" and "2 YES" for Default Settings"
4. Press **FLASH/PROG** again to confirm. You will hear a confirmation tone.

BASICS

Receiving a call

When receiving an incoming call, the LED on the handset flashes, and the handset will show caller information. *

* **Note:** A subscription is required from your local phone company to receive Caller ID information on your phone. See **Caller ID Features**, page 16.

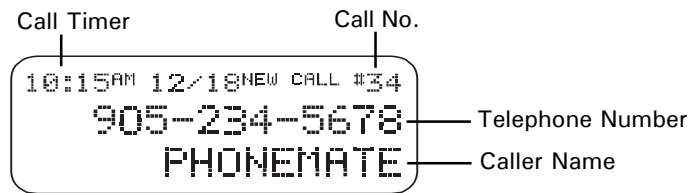
1. Press **TALK** to answer the call.
Note: If handset is in the base cradle, remove it from base before pressing the **TALK** key. Either handset 1 or handset 2 can answer the call at once. (for PM5805)
2. Press **TALK** to end your call.
Note: If you replace the handset to the base cradle or charger cradle (for PM5805), the handset automatically hangs up.

Making a call

1. Press **TALK**.

Note: If handset is in the base cradle, remove it from base before pressing the **TALK** key.

2. Dial the phone number.



3. Press **TALK** to end your call.

Volume adjustment

The **VOLUME** key adjusts the volume level of the earpiece. There are 4 volume levels.

1. Make sure the phone is in TALK mode.
2. Press the **CID/VOL ▲** or **▼** key on the handset.

Transfer a call (For PM5805 only)

The current conversation can be transferred to another handset. Only one handset can talk with an outside caller at a time. The second handset cannot listen to the conversation or make an outgoing call while the other handset is in use.

1. During a call, press and hold the **MUTE/FORMAT** key, until "**TRANSFERRING**" shows on the screen and both handsets beep.

Note: To cancel the transfer and return to the caller, press **TALK** key on the handset.

2. Press **TALK** on the other handset to get the call.

Note: During call transfer, if there is no further action within 2 minutes on both handsets, the call will end.

Ringer switch

The **RINGER** switch must be on for the handset to ring during incoming calls.

Pre-dialing (up to 32 digits)

1. Make sure the phone is OFF (not in TALK mode).
2. Enter the telephone number. The number is displayed as you enter it.
3. Press **TALK**.

Note: Pressing *TONE will exit pre-dialing.

Changing the pre-dial number

1. Make sure the phone is OFF.
2. Enter the telephone number.
3. Press **CH/DEL** to delete digits one by one.
4. Re-enter the number.

Redialing

1. Make sure the phone is OFF.
2. Press **TALK**.
3. Press **REDIAL** to redial the last number (up to 32 digits).

Fast redialing

1. Press **TALK**, (if you are not already in TALK mode).
2. Enter the telephone number you want to dial.
3. If the line is busy, press **REDIAL**. The phone will drop the line for two seconds and redial again.

FLASH key

Use the **FLASH/PROG** key to activate custom calling services such as Call Waiting.

Tip: Do not use **TALK** to activate custom calling services such as Call Waiting, or you will hang up the phone.

CH (Channel)/DEL key

While talking, you might need to manually change the channel to get rid of static. Press the **CH/DEL** key to switch to a clear channel.

* **TONE key**

This feature enables Pulse service phone users to access touch-tone services offered by banks, credit card companies, etc.

1. Dial the desired number.
2. Press ***TONE** after your call is answered.
3. Follow the voice instructions to complete your desired action.
4. Hang up when finished. The phone returns to Pulse service.

Handset locator (Paging function)

This feature helps to locate a misplaced handset.

1. Press **PAGE** on the base, the screen shows "PAGING". The handset beeps continuously for about 2 minutes or until you press any key on the handset.
2. To stop the paging, do one of the following:
 - Press **PAGE** on the base.
 - Press **TALK**, this will enter talk mode.
 - Press any button on the handset.

Note: You can still page the handset with the ringer off.

MUTE key

To have a private, off-line conversation, use the MUTE feature. The caller on the other end of the line cannot hear you, but you can still hear them.

To mute the microphone:

1. Press **MUTE/FORMAT** in TALK mode. The screen shows "MUTE".
2. Press **MUTE/FORMAT** again to return to your phone conversation.

Low battery warning

1. If the battery is low and the phone is in TALK mode, a warning tone consisting of 2 short beeps will sound from the handset and the LED will flash every 15 seconds. "LOW BATTERY" shows on screen.
2. If the battery is low and the phone is in STANDBY mode, the LED on handset will flash every 15 seconds, and "LOW BATTERY" shows on screen.

Voice mail indicator

When you subscribe to a voice mail service offered by your phone company, the phone alerts you when voice mail has been received. MESSAGE WAITING appears on screen for 60 seconds when a voice mail is received. The LED on the base flashes to indicate there is a voice mail waiting. After the voice mail has been reviewed, MSG WAITING OFF appears on screen, and the indicator stops flashing.

Note: The indicator does not work with your answering machine. The phone will only work with an FSK type of VMWI System. It will not work with the Stutter Dial Tone type of VMWI System.

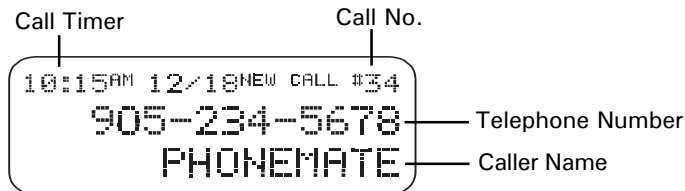
CALLER ID FEATURES

This phone receives and displays incoming call information transmitted by your local phone company, provided you subscribe to Caller ID, and/or Call Waiting services. This information can include the phone number and/or the name, date and time. The phone can store up to 40 calls for later review.

Caller ID with Call Waiting

When you subscribe to Caller ID with Call Waiting (Visual Call Waiting™) service from your phone company, you are able to see who is calling when you hear the Call Waiting beep. Caller identification information appears on screen after you hear the beep.

Press the **FLASH/PROG** key to put the current call on hold so that you can answer the incoming call. The following information will display.



To return to the first call, press **FLASH/PROG** again.

IMPORTANT: To use these features you must subscribe to Caller ID with Call Waiting Service.

Caller ID list

The incoming caller information transmitted from the phone company is received by your phone between the first and second ring and stored in the Caller ID list. If you answer a call before the second ring the caller information may not be stored.

When the Caller ID list memory is full, a new call automatically replaces the oldest call in memory. **NEW** appears on screen for calls received that have not been reviewed.

Note: Check with your local phone company regarding name service availability.

Reviewing Caller ID list

As calls are received and stored, the Caller ID list is updated to let you know how many calls have been received.

1. Press **CID/VOL** ▼ to scroll through the Caller ID list from the most recent to the oldest.
2. Press **CID/VOL** ▲ to scroll through the Caller ID list from the oldest to the most recent.
3. Press **TONE/EXIT** to return to Standby Mode anytime.

Note: 1. If area code is programmed (for example **416**), the whole number (**416-225555**) including area code will be shown on the screen during a call coming from this area. When reviewed later, the area code will not be shown (i.e. LCD shows **225555** only). 2. You may also transfer Caller ID entries to the directory.

See *Storing caller ID entries in directory* below.

Format Caller ID numbers

The **MUTE/FORMAT** key lets you select how many digits of the number are displayed.

- Press **MUTE/FORMAT** once to add the area code (Note: The programmed area code must match the Caller ID area code).
- Press **MUTE/FORMAT** again to add 1 plus the area code.
- Press **MUTE/FORMAT** a third time to go back to the 7-digit number.

Storing Caller ID entries in the directory

Before storing a caller ID number, make sure the number appears in proper digits for your dialing area. If not, change it using the **MUTE/FORMAT** key. For example, if the Caller ID number appears **1-416-222-5555** but it is not a long distance number, press **MUTE/FORMAT** until it shows **416-222-5555** (without 1).

Note: If a specific memory entry is longer than 15 digits, the last 15 digits show on the screen.

1. Use the **CID/VOL ▲** or **▼** key to select desired Caller ID entry.
2. Press **MEM** key, "MEMO # --" shows on the top right corner of screen.
3. Select the desired memory location by pressing the number keys (0-9).
4. If the memory location already contains name and number information, "REPLACE MEMO?" will show on screen. Press **MEM** again if you want to replace the information and save. Press ***TONE/EXIT** button to return unit to standby mode without saving.
5. If the selected memory location is empty, you will hear a confirmation tone when the new memory record is saved.

Note: If the selected CID record contains non-digit characters, or the number is more than 24 digits, the unit will not store the record.

Dialing a Caller ID number

1. Make sure the phone is OFF (not in TALK mode).
2. Use **CID ▲** or **▼** to scroll to the desired Caller ID entry.
3. Use **MUTE/FORMAT** key to display the phone number in proper digits if necessary.
4. Press **TALK**. The number dials automatically.

Deleting entries from the Caller list

Use **CH/DEL** to erase the entry currently shown on screen or all entries.

Deleting the displayed entry

1. Make sure the phone is OFF (not in TALK mode).
2. Use the **CID/VOL ▲** or **▼** keys to find the entry you want to delete.
3. While the entry is displayed, press **CH/DEL**. "DELETE?" shows on screen.
4. Press **CH/DEL** again to delete the entry. Confirmation tone sounds and LCD shows "DELETED" for 2 seconds.

Deleting all entries

1. Make sure the phone is OFF (not in TALK mode).
2. Use the **CID/VOL** ▲ or ▼ keys to display any entry.
3. Press and hold **CH/DEL**, until "DELETE ALL?" shows on screen.
4. Press **CH/DEL** again to confirm. "NO CALLS" shows on screen.

DIRECTORY

You can store up to 10 names (up to 15 characters) and numbers (up to 24 digits) in the directory for quick dialing. If a number exceeds 24 digits, you can program it in parts, and then chain dial the number.

Store a number in the directory

To program a number to memory:

1. Make sure the phone is OFF (not in TALK Mode).
2. Press **MEM** key to start the Memory Programming Mode. "MEMO # --" shows on the screen.
3. Select the desired memory location (0 – 9) or use the **CID/VOL** ▲ or ▼ keys to find an empty memory location.
4. Press the **MEM** key again. The screen shows "ENTER NAME".
5. Use the digit keys to enter the name. The cursor advances 1 space after each key press. Within 1 second, you can press the same key again to select another character. If you make a mistake, press **CH/DEL** to delete previous characters one by one.

Key Press	1	2	3	4	5	6	7	8	9
1 st – 5 th press	A	D	G	J	M	P	T	W	
2 nd – 6 th press	–	B	E	H	K	N	Q	U	X
3 rd – 7 th press	*	C	F	I	L	O	R	V	Y
4 th – 8 th press	!	()	\$	'	;	S	?	Z

6. Press **MEM** again to save the name. "ENTER TEL NUMBR" shows on screen.
7. Use the digit keys to enter the desired telephone number. If you make a mistake, press **CH/DEL** to delete previous digits one by one, then enter the correct digits. If you wish to add a pause, press **PAUSE** two times at the desired location. Be sure to press it twice, or you will enter a # (number sign)

and not a pause. Each pause counts as 1 digit in the dialing sequence. Or you can store redial number in the directory by pressing **REDIAL** (Note: If the redial number is longer than 24 digits, it cannot be stored into the memory.).

8. Press **MEM** again to store the number to memory. If you are replacing a number, "REPLACE MEMO?" shows on screen. Press **MEM** again to confirm, or press ***TONE/EXIT** to return to standby mode.

To view your directory, press **MEM** and use **CID/VOL ▲** or **▼** or the number (0-9) to scroll.

Replacing a directory entry with a Caller ID entry

Use the same procedure as for *storing Caller ID entries in the directory*

Changing a stored number

Use the same procedure as for *storing a number in the directory*

Making calls from the directory

1. Make sure the phone is ON by pressing **TALK**.
2. Press **MEM**.
3. Press the number (**0 - 9**) for the desired memory location. The number dials automatically.

Or:

1. Make sure the phone is OFF (not in TALK mode).
2. Press **MEM**.
3. Press the number (0-9) or use **CID/VOL ▲** or **▼** to select the desired number.
4. Press **TALK**, the number will be dialed automatically.

Reviewing and deleting directory contents

1. Make sure the phone is OFF (not in TALK mode).
2. Press **MEM**.
3. Use **CID/VOL ▲** or **▼** to scroll through the directory until the desired name/number is shown, or use the number pad to select a memory location. The selected telephone number and name show on screen.
4. While the entry is displayed, press **CH/DEL** to delete the entry. The screen shows "DELETE?"
5. Press **CH/DEL** again to delete the entry. "DELETED" shows on screen.

Chain dialing from the directory

Use this feature to make calls that require a sequence of numbers such as using a calling card for a frequently called long distance number. You can dial each part of the sequence from a different entry of the directory. The following example shows how you can use chain dialing to make a call through a long distance service:

The Number for:	Memory Location
Long distance access number	7
Authorization code	8
Frequently called long distance number	9

1. Make sure the phone is in TALK mode.
2. Press **MEM** and then press 7.
3. When you hear the access tone, press **MEM** and then press **8**.
4. At the next access tone, press **MEM** and then **9**.
Tip: Wait for the access tones before pressing the next memory key, or your call might not go through.

CHANGING THE BATTERY

Battery replacement and handling

When the operating time becomes short even after a battery is recharged, please replace the battery.

With normal usage, your battery should last about one year.

For a replacement battery, please contact your place of purchase or www.phonemate.com

Caution:

- Use only the specified battery type (Ni-MH 3.6V, 600mAh).
- Do not remove the battery from the handset to charge it.
- Never throw the battery into a fire, disassemble it, or heat it.
- Do not remove or damage the battery casing.
- Remove battery if storing the phone for over 30 days.

Make sure the telephone is off before you replace the battery.

1. Slide off the battery compartment cover.
2. Disconnect the battery plug from the jack in the compartment and remove the battery pack.
3. Insert the new battery pack and connect the cord into the jack.
Note: Please refer to the pictures on page 6, "Battery setup" for guide.
4. Put the battery compartment cover back on.
5. Place handset on the base to charge for 12 hours.

Note: If the handset battery is removed for more than 5 minutes, the directory memory and caller ID memory will be erased.

Charge the handset battery for 12 continuous hours prior to first use. The initial battery charge is important for best performance.

Caution: To reduce the risk of fire or personal injury, use a NI-MH 3.6 V, 600mAh battery.

Replacement part number: 001-800369-30105

POWER FAILURE

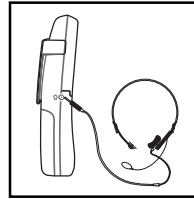
When power is off, you will not be able to make or receive calls with the telephone.

After a power outage, place the handset in the base for about 20 seconds to reset the digital security code.

HEADSET JACK AND BELT CLIP

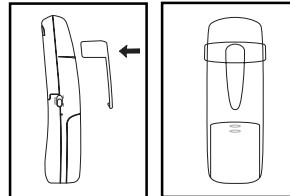
Headset connection (Headset not included)

For hands free conversation, connect the headset (not included) to the **HEADSET** jack. The handset earpiece and microphone are disabled when the headset is connected. Press **TALK** to answer or place a call while using the headset.



Belt clip installation

- Attach the belt clip by inserting the sides of the belt clip into the slots.
- Snap the ends of the belt clip into place.



LIGHT SIGNALS

The charge/in use & incoming call/in use indicator will change under the following conditions.

CHARGE/IN USE LED on the base

Talking	Lit steadily
Charging	Lit steadily
Incoming call	Flashes in same pattern as telephone ring
Paging	Flashes every 0.5 second
Voice mail	Flashes every 1 second

INCOMING CALL/IN USE LED on the handset

Talking	Lit steadily
Paging	Flashes every 1 second
Low battery	Flashes every 15 seconds
Incoming call	Flashes in same pattern as telephone ring

LCD SCREEN MESSAGES

The following indicators show the status of a message or of the phone.

BLOCKED NUMBER/ NAME/CALLER	The person is calling from a number that has been blocked from transmission.
TRANSFERRING..	A call transfer from one handset to another handset (For PM5805).
EMPTY	There is no record stored to the selected directory location.
ERROR	Caller information has been interrupted during transmission or the phone is excessively noisy.
ENTERNAME	Prompt telling you to enter name in directory.
ENTER TEL NUMBR	Prompt to enter the telephone number for directory.
DELETE ALL?	Prompt asking you if you want to erase all Caller ID information.
DELETE?	Prompt asking you if you want to erase the current Caller ID entry or a directory entry that is shown on screen.
END OF LIST	Indicates that there is no additional information in Caller ID list.
HANDSET 1	This handset is handset 1 (For use with model PM5821).
HANDSET 2	This handset is handset 2 (For use with models PM5805 and PM5825).
HANDSET 3	This handset is handset 3 (For use with models PM5827)
HANDSET 4	This handset is handset 4 (For that are using 4 handsets)
INCOMPLETEDATA	The telephone provider did not send all Caller ID information because the signal was weak or the call was interrupted.
MESSAGE WAITING	Caller has left a message (you must subscribe to voice mail service offered by your local phone company for this to work).
NEW CALL	Indicates call or calls have not been reviewed.
NO CALLS	There are no Caller ID records stored to memory.
NO DATA	No Caller ID information was received.
REPT	Repeat call.
UNKNOWNNUMBER/ NAME/CALLER	The incoming call is from an area not serviced by Caller ID, or the information was not sent.
PAGING	Someone has pressed the PAGE key on the base.
RINGER=OFF	Ringer ON/OFF switch on the right side is set to OFF.

SOUND SIGNALS

A long warbling tone	Signals an incoming call
Single Tone	A key is pressed
Three short beeps	Error tone
Two long beeps	Confirmation tone
One short beep and one long beep	Page signal
Three beeps every 2 seconds	Transfer signal
Two short beeps every 15 seconds	Low battery warning

TROUBLESHOOTING

CALLER ID

No display

- Is battery fully charged? Try replacing the battery.
- Make sure that the base is connected to a non-switched AC outlet. Disconnect the base from the plug and plug it in again.
- Did you order Caller ID service from your local telephone company? The display will not work unless you do this.

Caller ID error message

- The phone displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates either the presence of noise on the line, or that an invalid message has been sent from the telephone company.

The Handset does not display the Caller ID information

- Check with your local telephone company to ensure that the Caller ID or Call Waiting Caller ID service is subscribed to and is functioning properly.
- If you answer the call before the first ring has been completed, the Caller ID information may have not been completely received by your PhoneMate phone.
- If you are using the additional handset(s) PM5805, try re-registering it to the PM5821 base as described in the manual.

Telephone Numbers are not being correctly dialed from the Caller ID memory

- Ensure that the number displayed is in the correct format and that if the area code and/or a "1" are included in the dialing process.

- When you press a button from the keypad, you should hear the confirmation "beep" from the PM5821 or PM5805, and also the tone or pulse (depending on your dialling method) that actually dials the number. Try dialling more slowly and ensure you hear both of these sounds. If not try pressing the same number again.

My handset(s) have static noise

- Try re-registering the handset to the PM5821 base unit as described in the manual.

TELEPHONE

No dial tone

Check installation:

- Is the base power cord connected to a working outlet?
- Is the telephone line cord connected to the base unit and the wall jack?
- Disconnect the base from the wall jack and connect another phone to the same jack. If there is no dial tone in the second phone, the problem might be your wiring or local service.
- Is the handset out of range of the base?
- Make sure the battery is properly charged (12 continuous hours).
- Is the battery pack installed correctly?
- Did the handset beep when you pressed **TALK**? Did the **CHARGE/IN USE** indicator come on? The battery may need to be charged.

Dial tone is OK, but cannot dial out

- Make sure the **TONE/PULSE** dialing mode is set to TONE or PULSE according to your phone service.

Handset does not ring

- Make sure the **RINGER** switch on the handset is turned to ON.
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for **No dial tone**.

You experience static, noise, or fading in and out

- Change channels.
- Is handset out of range? Move closer to the base.
If you hear 3 short beeps when you press **TALK**, you are out of range.
- Does the base need to be relocated?

- Charge battery.
- Make sure base is not plugged into an outlet with another household appliance.

Phone beeps

- Place handset in base for a minimum of 20 seconds to reset the security code. If that does not work, charge battery for 12 continuous hours.
- Clean charging contacts on handset and base with a soft cloth or an eraser.
- See solutions for **No dial tone**.
- Replace battery.

Dialing from Memory

- Did you program the directory keys correctly?
- Did you follow proper dialing sequence?
- Make sure the TONE/PULSE dialing mode is set to TONE or PULSE according to your phone service.
- Did you reprogram directory after a power outage or battery replacement?

Charge / In Use LED on base keeps flashing

- Provided your phone company offers voice mail indicator service and you subscribe to it, the CHARGE/IN USE LED flashes when the phone is in use to indicate there is a message waiting. It stops flashing after the message has been reviewed.

No dial tone/phone will not dial out

- Check that the AC power adapter is plugged into a working AC power outlet.
- Check all telephone cord connections or try another wall jack
- Do a basic reset of the phone: Disconnect the phone from the wall and remove the battery for 30 minutes and then re-install as instructed by the manual.
- Try other phones in the house to ensure it is not a line problem with the telephone company.
- Was the battery charged for at least 12 - 15 hours?
- Is the "LOW BATTERY INDICATOR" on?

Can't hear the ring signal

- Check the ringer volume controls; verify that the switch is not set to "Off".
- Check that the AC power adapter is plugged into a working AC power outlet.
- Check all telephone cord connections or try another wall jack.

Can't receive or make phone calls

- Check if the phone is set to the correct type of service, either Tone or Pulse
- Check that the AC power adapter is plugged into a working AC power outlet.
- Check all telephone cord connections or try another wall jack
- Check to make sure that the Battery is properly installed and connected

There are continuous short beeps instead of a dial tone when the handset is far from the base.

- The beeps are a warning that you are too far away from the base. Move closer to the base.

The Charge Light will not come on when the handset is placed in the base unit.

- Check to ensure sure that the AC Adapter is plugged into the base unit and an operating wall outlet.
- Ensure sure that the handset is properly seated in the base unit
- Ensure that the rechargeable battery pack is properly connected in the handset.

The Caller's voice is too low or quiet.

- Adjust the receiver Volume Control on the handset to a higher setting

Telephone Numbers are not being correctly dialed from the Caller ID memory.

- Ensure that the number displayed is in the correct format and that if the area code and/or a "1" are included in the dialing process.

I have misplaced my Handset.

1. Press **Page** on the base. If the handset is within range, a triple beep will sound for 50 seconds.
2. Place the handset back into the base or press the **CH** key on the handset, or press any other handset key twice, to stop the page/find feature.

I am having difficulty in placing and/or receiving calls.

- If you experience difficulty with placing or receiving calls, a lost security code may be the cause of the problem. When this occurs, the handset can no longer communicate with the base. Reset by placing the handset on the base for 5-10 seconds. If that does not work, unplug the AC adapter from the wall outlet. Disconnect the handset battery for 5-10 seconds and then reconnect. Place the handset back on the base and then replugin the AC adapter.
- If you are using the additional handset(s) PM5805, try re-registering it to the PM5821 base as described in the manual.

Causes of poor reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction can shield radio signals.
- You are too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into an AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You are out of range of the base.

MAINTENANCE

To keep your telephone working and looking good, follow these guidelines:

- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- Do not expose to direct sunlight or moisture.
- Avoid dropping the phone, and other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Periodically clean the charge contacts on the handset and base with a clean pencil eraser.
- Retain the original packaging and your original sales receipt in case you need to ship the phone at a later date.

MAXIMIZE BATTERY PERFORMANCE

The freedom that your cordless telephone can offer is fully dependent on the performance of the rechargeable battery in the handset. To maximize the battery performance, follow these guidelines:

Charge it for a full 12 hours

Before initial use of your new battery, charge it for 12 hours continuously. The proper initial charging is very important to maximize the battery performance.

Keep the contacts clean

You can never fully recharge the battery if the contacts are dirty. Clean all the contacts - two at the bottom of the handset and two in the base cradle - periodically. Use a clean pencil eraser or superfine steelwool to clean the charging contacts. Avoid touching the cabinet area of the phone, or scratches may occur.

Refresh battery

If your battery seems to need recharging more often than usual, it may have lost part of its charging capacity. To bring back its full capacity, try "refreshing" the battery:

1. First discharge the battery by leaving the handset in TALK mode until Battery Low indication turns on. (Disconnect the base from the telephone line, so that your line is not busy all the time.)
2. Then charge it for 12 continuous hours.
3. Repeat the above once more. As your PhoneMate PM5821, PM5825, PM5827 and PM5805 products use a Ni-MH battery you are free to leave your handset in the base charger for as long as you like, without effecting the performance of the battery life.

TECHNICAL INFORMATION

REN Number:

The Ringer Equivalence Number (REN) assigned to each terminal's device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface.

The REN number of this phone is located on the bottom of the base unit. The termination on an interface may consist of any combination of device subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

CAUTION

This product is intended for use in the USA and CANADA only. Sale or use in other countries may violate local laws.

Cordless telephones use radio frequencies to allow mobility. This affects the performance of your phone.

1. NOISE

Electrical pulse noise is present in most homes at one time or another. This is most intense during electrical storms. Certain kinds of electrical equipment, such as light dimmers, fluorescent bulbs, motors, fans, etc., also generate pulse noise.

Because radio frequencies are susceptible to this, you may on occasion hear pulse noise through the handset. This is usually only a minor annoyance and should not be

interpreted as a defect of the phone.

2. RANGE

Because radio frequencies are used, the location of the base station can affect the operating range of the phone. Try several locations and choose the one that gives the clearest signal to the handset. (Turning in a circle while holding the handset may also increase the operating range.)

3. INTERFERENCE

Electronic circuits activate a relay to connect the unit to your telephone line. These electronic circuits operate in the radio frequency spectrum. While several protection circuits are used to prevent unwanted signals, there may be periods when these unwanted signals enter the base station. You may hear a click or hear the relay activate when you are not using the cordless handset. If this occurs frequently, you can minimize or eliminate the problem by lowering the height of the base station or relocating the base station. It may also be helpful to change the operating channel and/or the security code setting.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

TECHNICAL INFORMATION

NOTICE:

Privacy of communications may not be ensured when using this telephone. Other devices, including other cordless telephones, may interfere with the operation of this cordless telephone or cause noise during operation. Units without coded access may be accessed by other radio communication systems. Cordless telephones must not cause interference to any licensed radio service.

The Industry Canada Label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The ministry does not guarantee that the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of construction. In some cases, the company's inside wiring associated with single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request that the user disconnect the equipment.

The user should ensure for his own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

This symbol on the product is used to identify the following important information. Use only with specified PHONEMATE power adaptor.

NOTICE: This equipment meets the applicable Industry Canada Terminal

TECHNICAL INFORMATION

Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before registration number signifies that registration was performed based on a Declaration of Conformity indicating

that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

FCC STATEMENT

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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 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 needed.
- Consult the dealer or an experienced radio/TV technician for help.

This device 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.

Privacy of communications may not be ensured when using this phone.

This equipment is hearing aid compatible.

CONSUMER INFORMATION

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:KT5W400BPM58XX. If requested, this number must be provided to the telephone company.

An applicable certification jack Universal Service Order Codes (USOC) for the equipment is provided (i.e., RJ11C) in the packaging with each piece of approved terminal equipment.

A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to connect to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the device not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. [For products approved after July 23, 2001, the REN

for this product is part of the product identifier that has the format US:KT5W400BPM58XX. The digits represented by 0.0B are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label].



If this equipment PM5821 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of this equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Should you experience trouble with this equipment, please contact:

www.phonemate.com
Minneapolis Service Center
10901 Louisiana Ave. So.
Bloomington, MN
USA
55438

for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you



disconnect the equipment until the problem is resolved.

Please follow instructions for repairing if needed (e.g. REPLACING THE BATTERY section); otherwise do not alter or repair any parts of the device except where specified.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

NOTICE If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this PM5821 does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

NOTICE According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrester is recommended.

MANUFACTURER'S WARRANTY

WARRANTY APPLICATION

This product purchased new, unused in the USA and Canada through an authorized PhoneMate dealer are warranted against manufacturing defects in materials and workmanship for 6 months covering parts and labour, from the date of purchase by the original retail purchaser. This warranty only applies in favour of the original retail purchaser of the warranted product.

During the warranty period, Manufacturer will repair, or at our option, replace a Communications product which shows evidence of a manufacturing defect in materials or workmanship. Replacement PARTS are warranted for the remaining portion of the warranty period.

WHAT IS NOT COVERED

- a. Products purchased outside of the USA and Canada.
- b. Communications products purchased in a used condition.
- c. Communications products purchased from non PhoneMate authorized dealer.
- d. Communications products not intended for use in the USA and Canada or products without appropriate Canadian and USA regulatory approvals.
- e. Problem due to product set-up and installation.
- f. Adjustments that are outlined in the Operating Manual.
- g. Accessory items including antenna and batteries.
- h. Damage in or due to transportation.
- i. Damage due to improper maintenance, accident, abuse, misuse or negligence.
- j. Damage caused by lightning and power surges.

MANUFACTURER'S WARRANTY

ORIGINAL RETAIL PURCHASER'S RESPONSIBILITY

You, the original retail purchaser, must present your original, dated bill-of-sale together with this warranty to your original Point of Purchase or an authorized Service Depot when you make a claim under this warranty claim.

You, the original retail purchaser, are responsible for any costs of TRANSPORTING the product to your Point of Purchase or authorized Service Depot. You also are responsible for the cost of any MAINTENANCE necessary in respect of the product.

WARRANTY BECOMES VOID

This warranty becomes void if the product's serial numbers are altered or removed or if any repair to the product is made other than by PhoneMate or by an authorized Service Depot.

LIMITATIONS

- a. PHONEMATE reserves the right to change or improve the design of the model of the product warranted hereunder without incurring any obligation to make any modifications to or to install any improvement in or on the product.
- b. In no event shall PHONEMATE or any of its Authorized Dealers be liable for special or consequential damage arising from

the use of this product.

STATUTORY WARRANTIES

The above provisions do not preclude the operation of an applicable state or provincial statute which in certain circumstances may not allow some of the limitations and exclusions described in this warranty. Where any terms of this warranty are prohibited by such a statute, they shall be deemed null and void but the remainder of this warranty shall remain in effect.

HOW TO OBTAIN WARRANTY SERVICE

Please contact the PhoneMate Authorized Dealer from whom the product was purchased, or contact us directly at:

www.phonemate.com
Minneapolis Service Center
10901 Louisiana Ave. So.
Bloomington, MN
USA
55438



IMPORTANT SAFETY INSTRUCTIONS

Some of the following information may not apply to your particular product; however, when using telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Telephones should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or handset in water could cause an electrical shock.
5. Slots and openings in the cabinet back or bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should not be placed in a built-in installation unless proper ventilation is provided.
6. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
9. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the telephone equipment is subsequently used.
11. Do not expose the product to extreme temperatures such as areas near a hot radiator or stove or in a hot car.
12. Do not place lighted candles, cigarettes, cigars, etc., on the telephone.
13. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
14. Never install or modify telephone wiring during a lightning storm.
15. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
16. Use caution when installing or modifying telephone lines to prevent electrical shock and/or fire.
17. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If the product has been exposed to rain or water.
 - C. If the product does not operate normally by following the operating instructions.
 - D. If the product's cabinet has been damaged.
 - E. If the product exhibits a distinct change in performance.
18. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
19. Do not use the telephone to report a gas leak in the vicinity of the leak.
20. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
21. For servicing or replacement, you can purchase a suitable headset through service center or retailer shop.
22. Plug the adaptor to the socket-outlet which is nearest the equipment and shall be easily accessible.

IF YOUR PRODUCT UTILIZES BATTERIES, THE FOLLOWING ADDITIONAL PRECAUTIONS SHOULD BE OBSERVED:

CAUTION: Risk of explosion if battery is replaced by an incorrect type.

1. Use only the type and size battery(ies) specified in the user manual.
2. Do not dispose of the battery(ies) in fire. They may explode. Check with local codes for possible special disposal instructions.
3. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling battery(ies) in order not to short out the battery(ies) with conducting materials such as rings, bracelets, and keys. The battery(ies) or conductor may overheat and cause burns.
5. Do not attempt to recharge the battery(ies) provided with or identified for use with this product that are not intended to be recharged. The battery(ies) may leak corrosive electrolyte or explode.
6. Do not attempt to rejuvenate the battery(ies) provided with or identified for use with this product by heating them. Sudden release of the battery(ies) electrolyte may occur causing burns or irritation to eyes or skin.
7. When replacing battery(ies), all batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged battery(ies). (Applies to products employing more than one separately replaceable primary battery.)
8. When inserting battery(ies) into this product, the proper polarity or direction must be observed. Reverse insertion of battery(ies) can cause charging, and that may result in leakage or explosion.
9. Remove battery(ies) from this product if storing over 30 days because the battery(ies) could leak and damage the product.
10. Discard "dead" battery(ies) as soon as possible since "dead" batteries are more likely to leak in a product.
11. Do not store this product, or the battery(ies) provided with or identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting. Batteries should be stabilized at room temperature prior to use after cold storage.
12. If your product uses rechargeable battery(ies), charge the battery(ies) only in accordance with the instructions and limitation specified in the User Manual.



Use only with Class 2 power source 9VDC 300mA for base unit and 9VDC 200mA for charger unit.

SAVE THESE INSTRUCTIONS

Printed in China