Microsoft

User's Guide

Microsoft

Phone System

Visit our Web site at http://www.microsoft.com/hardware/

Battery Safety Precautions

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

1 Use only the type and size of battery specified in this manual.

2 Do not dispose of the battery in a fire. It may explode. Improper disposal of the battery may cause environmental harm. Please contact the Rechargeable Battery Recycling Corporation at 1-800-822-8837 or see their web site at http://www.rbrc.com.

3 Do not open or mutilate the battery. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. It may be toxic if swallowed.

4 Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

5 Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

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.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

Table of Contents

Introducing the Microsoft Phone System

Handset Buttons

Phone (icon)
Press and release to issue a
voice command.

Speed
Press this button, then the two-
digit speed dial number to dial
often used numbers quickly.

**Voice Command
(VCmd)**
Press and release to issue a
voise command.

Messages
Plays your voice messages.

Redial
Redials the last number
called with the handset.

Volume (VOL)
Cycles through three volume
levels each for the ringer, the
earpiece, and the loud-
speaker.

Keypad

Hold
Puts the far end party on
hold.

Do Not Disturb (DND)
Turns off the ringer, message
alert, call screening, and
caller ID announcements.

Channel (Chan)
Changes the frequency
when you get interference.

Flash
Switches you to another
caller if you have call waiting.

Loudspeaker (LDSPKR)
Listen to messages, Help, or the far end party
through the speaker on the back of the handset.
You can't speak into the phone when on loud-
speaker.

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Handset Indicator Lights

The indicator lights, or LEDs (light-emitting diodes), on the handset all provide information.

Line in use LED
On when handset is in use (either on a call or listening to messages) and when phone is ringing.

Blinks when the line is in use at the computer or an extension phone.

Blinks very rapidly when handset is not synchronized with the base station.

Messages LED
Blinks when you have messages.

Hold/DND LED
On when call is on hold.

Blinks when Do Not Disturb is on, or when Do Not Disturb is on and call is on hold.

Low Battery LED
Blinks when battery is low.

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The Base Station

The base station is located next to and attached to your computer.

Choosing Tone or Pulse Dialing

The Tone/Pulse switch on the back of the base station should be set to Tone when you unpack it. If your telephone company provides rotary service only, set this switch to Pulse.

Note Users with pulse dialing can switch to using tones by pressing the star (*) button.

Finding a Lost Handset

If you misplace your handset, you can page it from the base station.

To page your handset

• Press the Page button on the Base unit.

The Page tone will play on your handset for one minute, and then shut off automatically. To turn it off manually, press any button on the handset.

Power LED
On when the base station is plugged in.

Pager Button
Buzzes the handset so you can locate it.

Tone/Pulse switch
Enables you to choose tone or pulse dialing
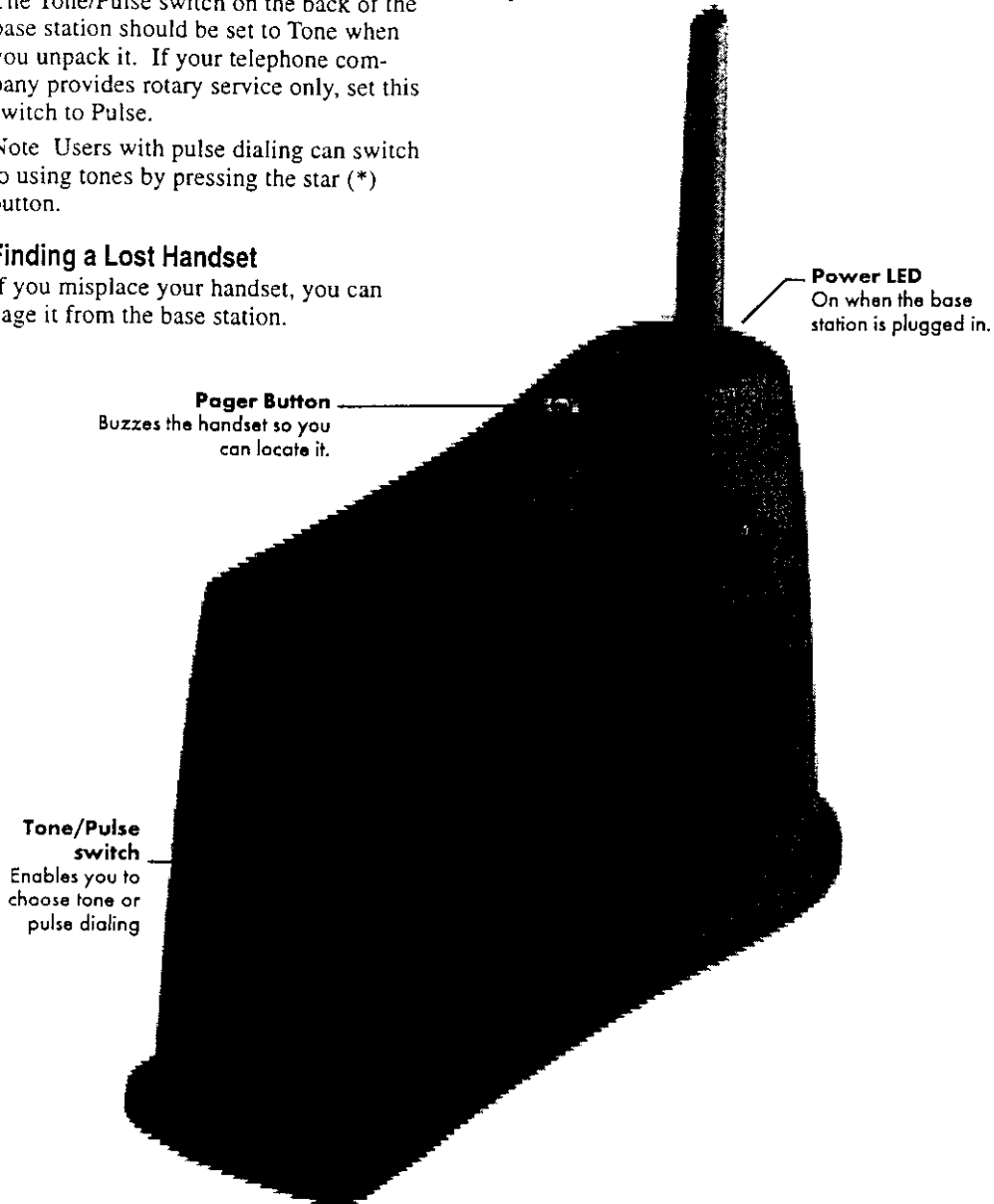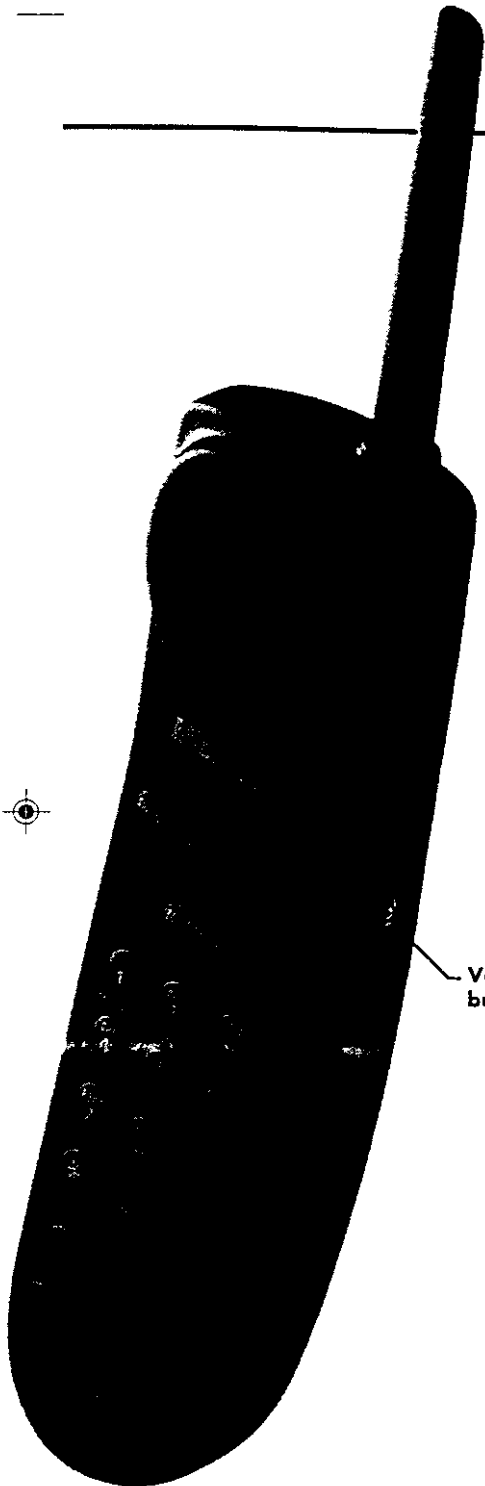
Adjusting the Volume

Use the Volume (Vol) button on the side of the handset to set the volume of the:

* Ringer
* Handset loudspeaker
* Earpiece

Ringer Volume

When the phone is not in use, press the Volume button to change the ringer volume. The button toggles through three settings:

* Low (default)
* High
* Ringer off

When you press the button, the ringer tone plays so you can hear the current level.

Loudspeaker and Earpiece Volume

When you are listening to someone on the phone, use the Volume button to change the sound level of the current audio output device, either the earpiece or the handset loudspeaker. (Press the LDSPKR button on the handset to switch between the earpiece and the loudspeaker.) The button toggles through three settings:

* Low (default for earpiece)
* Medium (default for loudspeaker)
* High

To change the volume of the ringer, loudspeaker, or earpiece:

1 Make sure you are in the right mode for setting the particular volume you want.

2 Press the Volume button once or twice to switch to the volume level you prefer.

Volume
button

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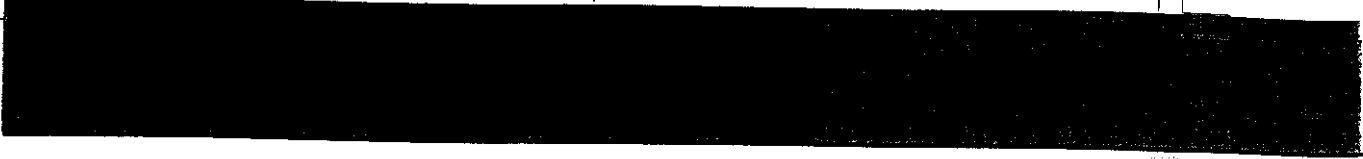
Changing Your Greeting

The quickest way to change your greeting is from the **Mailbox Setup** page in Microsoft Call Manager. See online Help for information.

However, you can change the greeting from your Microsoft Phone handset, using Test mode.

To change your greeting from the handset
1 Press SPEED-9-9 (the SPEED button, then the 9 button twice).

This gets you into Test mode, which is the same as if you called in from a remote phone.

2 While listening to the greeting, press 3, then 1, then what????do we need access code???

Note You can also change your greeting when calling in from a remote phone. See the section on calling in from a remote phone later in this manual.

Testing Your Greeting

You can test your greeting at any time, from either the Microsoft Phone handset or the computer.

To test your greeting(s) from the Microsoft Phone handset
• Press SPEED-9-9 (the SPEED button, then 9 twice).

To test your greeting(s) from the computer
• In Microsoft Call Manager, open the **Mailbox Setup** page, then click the **Test** button. Follow the directions on the dialog.

Microsoft Call Manager plays your greeting(s) as if you were calling from a outside phone.

Leaving a Memo

Can we do this from the handset??

Screening Calls

Screening calls enables you to listen to a caller leave a message and decide whether to continue the recording or pick up the phone.

Call screening is enabled in the software. See online Help for more information.

When call screening is turned on, you can hear the caller's voice through the computer's speakers, the handset loud-speaker, or both.

Using Voice Commands

You can check your messages, dial a speed dial number, or perform any of several other operations with a voice command using the Microsoft Phone handset.

For example, using the handset in the kitchen, you might decide to call mom while stirring the soup on the stove. So you pick up the handset, press the Voice Command button, and say "Call Mary Smith." To listen to your messages, you would say "Check voice messages."

Important: The speech recognition program used by Microsoft Call Manager works out of the box. You don't have to train it to recognize your voice or manner of speaking.

To issue a voice command from the hand-set
1 Press and release the Voice Command (VCmd) button on the side of the handset.
2 When you hear the ready tone, say your command into the handset.

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Using the Answering System

Determining if you have Messages

If you have unheard messages:

* The Messages LED flashes on your handset

* Your computer produces a message alert tone and the **Messages** icon on the navigation bar indicates the number of unheard messages. (Some new computers have a messages indicator light. If yours has one, it will flash.)

Retrieving Your Messages

Your computer is your answering system. Your recorded greetings and messages left by callers are stored on the computer.

You can listen to your messages using the computer or the Microsoft Phone handset.

To retrieve your messages using the handset

* Press the MESSAGES button. Your unheard messages and any saved messages are played back.

 or

* Press the VOICE COMMAND (VCmd) button and say "Check voice messages." See Section 3 in this manual for more information on issuing voice commands.

To retrieve your messages using the computer

* Press F12 on your keyboard.

 or

* Open the Messages page, select the message or messages you want to hear, and click the **Play** button.

Note You can also retrieve your messages from a remote phone. See Section 4 in this manual.

Message indicator light

Flash button

Channel button

Loudspeaker button

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Speed Dialing

Use the SPEED button on your handset to dial any of up to 40 phone numbers that you have stored in memory on your computer.

To create a speed dial number

*   Define speed dial numbers on the **Phone** page in Microsoft Call Manager. See online Help for more information.

To dial a speed dial number from your handset

1   Press the SPEED button.

2   Press the two-number code for the speed dial number you created in Microsoft Call Manager. For example, you might press 02 or 25. (You must include the 0 with the first nine speed dial numbers.)

Tip If you can't remember all your speed dial codes, you can use voice commands to recall them. For example, you can say "List speed dials", or "List Speed Dials for Family." See the section on using voice commands on page 26.

Operating the Phone During Calls

Putting a Call on Hold

Use the HOLD button to temporarily suspend a phone call without disconnecting the call. When a call is on hold, you cannot hear the far end party, and the far end party cannot hear you.

To suspend a call

1   Press the HOLD button on the handset.

2   To resume the conversation, press the HOLD button again.

or

Hold button

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3 If Microsoft Phone understands your command, the Recognized Tone will be played and the command will be performed.

If your command is not understood, the Unrecognized tone will play. Repeat steps 1 and 2.

To get help with voice commands

1 Press and release the Voice Command button on the handset.

2 When you hear the ready tone, say "What can I say?"

Microsoft Phone will repeat some of the available voice commands to you. All of the commands are listed below.

Voice commands

For a complete list of the voice commands and responses, see "voice commands" in Microsoft Call Manager Help.

General commands

What can I say?
What time is it?
Take a memo
Replay the prompt
Test answering system
Report system status
End comversation

To make a call

Call <speed dial name>
Place a call
List speed dials
List speed dials for <category name>

To check messages

Check voice messages
List mailbox names
Check voice messages for <mailbox name>

To navigate while listening to messages

Pause message
Resume message

Skip forward
Skip backward
Skip to beginning
Replay message
Delete message
Delete all messages
Save message
Return the call
Play message details
Next message

To change settings
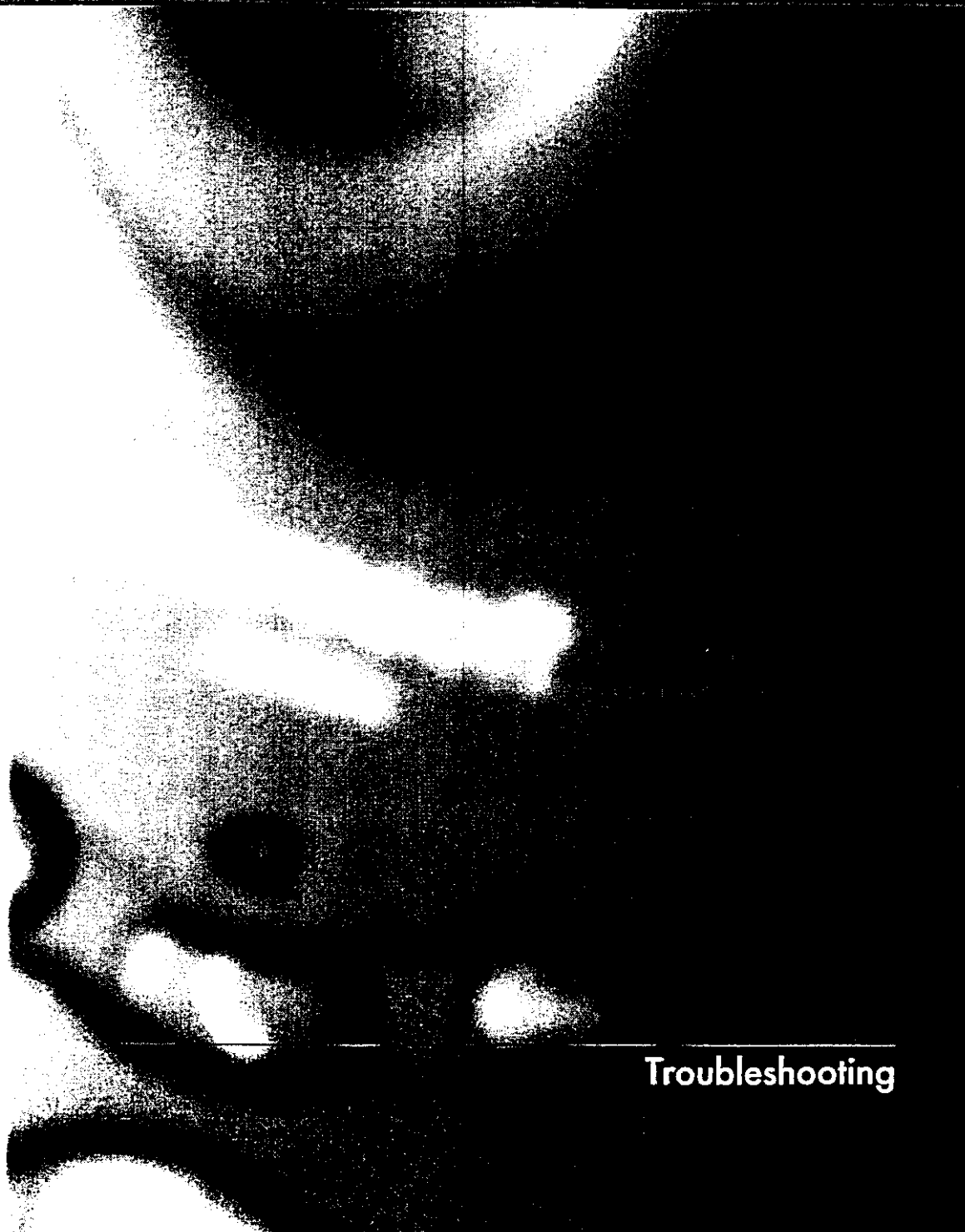
Screen incoming calls at computer
Screen incoming calls at handset
Do not screen incoming calls at computer
Do not screen incoming calls at handset

Troubleshooting

Introducing the Microsoft Phone Software

End-User License Agreement for Microsoft Software

IMPORTANT—READ CAREFULLY: This Microsoft End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Microsoft Corporation for the software portion of this Hardware Device, which includes the accompanying computer software, and may include associated media, printed materials and any "online" or electronic documentation ("SOFTWARE"). By installing, copying or otherwise using the SOFTWARE, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not install or use the SOFTWARE; you may, however, return the SOFTWARE and accompanying Microsoft Hardware Device to your place of purchase for a full refund.

SOFTWARE PRODUCT LICENSE

The SOFTWARE is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE is licensed, not sold.

1. **GRANT OF LICENSE.** This EULA grants you the following rights:

   - **Software.** You may install and use one copy of the SOFTWARE on a single computer to which the enclosed Hardware Device is attached.

   - **Storage/Network Use.** You may also store or install a copy of the SOFTWARE on a storage device, such as a network server, used only to install or run the SOFTWARE on your other computers over an internal network; however, you must acquire and dedicate a license for each separate computer on which the SOFT-WARE is installed or run from the storage device, and each such computer must use the enclosed Hardware Device in conjunction with the SOFTWARE. A license for the SOFTWARE may not be shared or used concurrently on different computers.

   - **Multiple Hardware Devices.** If you purchased a multiple pack of the Hardware Device, you may make one (1) copy of the SOFTWARE for each Hardware Device you purchased in the package, and you may use each copy in the manner specified above.

2. **DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.**

   - **Limitations on Reverse Engineering, Decompilation and Disassembly.** You may not reverse engineer, decompile, or disassemble the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

   - **Separation of Components.** The SOFTWARE is licensed as a single product. Its component parts may not be separated for use on more than one computer.

   - **Rental.** You may not rent or lease the SOFTWARE.

   - **Software Transfer.** You may permanently transfer all of your rights under this EULA, provided you retain no copies, you transfer all of the SOFTWARE (including all component parts, the media and printed materi-als, any upgrades, this EULA and, if applicable, the Certificate of Authenticity) along with the accompanying Hardware Device, and the recipient agrees to the terms of this EULA. If the SOFTWARE portion is an upgrade, any transfer must include all prior versions of the SOFTWARE.

   - **Not For Resale Software.** If the SOFTWARE is labeled "Not for Resale" or "NFR", then, notwithstanding other sections of this EULA, you may not resell, or otherwise transfer for value, the SOFTWARE.

   - **Termination.** Without prejudice to any other rights, Microsoft may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the SOFTWARE and all of its component parts.

   - **Support Services.** Microsoft may provide you with support services related to the SOFTWARE and/or Hardware Device ("Support Services"). Use of Support Services is governed by the Microsoft policies and programs described in the user manual, in "online" documentation, and/or other Microsoft-provided materi-als. Any supplemental software code provided to you as a part of Support Services shall be considered part of the SOFTWARE and subject to the terms of this EULA. With respect to technical information you provide to Microsoft as part of the Support Services, Microsoft may use such information for its business purposes, including for product support and development. Microsoft will not utilize such technical informa-tion in a form that personally identifies you.

3. **COPYRIGHT.** All title and copyrights in and to the SOFTWARE (including but not limited to any images, photographs, animations, video, audio, music, text and "applets," incorporated into the SOFTWARE), the accompanying printed materials, and any copies of the SOFTWARE, are owned by Microsoft or its suppliers. The SOFTWARE is protected by copyright laws and international treaty provisions. Therefore, you must treat the SOFTWARE like any other copyrighted material except that you may either (a) make one copy of the SOFT-WARE solely for backup or archival purposes, or (b) install the SOFTWARE on a single computer provided you

Getting Help from Microsoft Technical Support

If you have a simple question and need an answer fast
Quickly find answers yourself online Use Support Online to easily search the Microsoft Knowledge Base and other technical resources for fast, accurate answers. You can also customize the site to control your search. To begin your search, go to http://support.microsoft.com/support.

If your question is urgent and more complex
Telephone Microsoft Technical Support Work with a support engineer to solve your issue through the following options:

Standard No-Charge Support -- for help during business hours If you acquired this product as a stand-alone retail product, you are eligible for 90 days of support at no charge beginning the first time you speak with a support engineer. You can receive no-charge support via e-mail (explained later) or via telephone by calling one of the following numbers, available Monday - Friday, excluding holidays.

In the U.S.: (425) 635-7040   Available 6 A.M. - 6 P.M, Pacific time
In Canada: (905) 568-4494   Available 8 A.M. - 8 P.M., eastern time

If your Microsoft product was preinstalled or shipped with your personal computer, you are not eligible for Stnadard No-Charge Support from Microsoft and must contact your computer manufacturer for support. For phone numbers, please refer to the documentation that came with your computer.

Pay-Per-Incident Support -- for help after hours or to supplement Standard Support If you need help after hours, or if you have used up or are not eligible for Standard No-Charge Support, yo can purchase Pay-Per-Incident Support. Support fees for the (800)# calls will be billed to your VISA, MasterCard, or American Express card. Support fees for the (900)# calls will appear on your telephone bill.

In the U.S.: (800) 936-5700 or (900) 555-2000   Cost: $35 US per incident, available 24 hours a day, seven days a week, including holidays
In Canada: (800) 668-7975 Cost: $45 CDN plus tax per incident, available 8 A.M. - 8 P.M., eastern time, excluding holidays

If your question isn't urgent
Send e-mail to a Microsoft Technical Support Engineer   Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day. Submit a question at http://support.microsoft.com/support using one of the following options:

Standard No-Charge Web Response The amount of no-charge support for which you are eligible is described in the Standard No-Charge Support section above.

Pay-Per-Incident Web Response If you have used up your Standard No-Charge Support, submit your question for a fee of $35 US.

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Microsoft Technical Support, License, Warranty, and Regulations

United States Regulatory Information

Part 68 – FCC Registration and Repair Information

1) Connection to the telephone network

The Federal Communications Commission (FCC) has established Rules which permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin phones.

2) Equipment malfunction

If this device is malfunctioning, it may also be causing harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until repair has been made. If this is not done, the telephone company may temporarily disconnect service.

3) Telephone company changes

The telephone company may make changes in its technical operations and procedures; if such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes. You will be advised of your right to file a complaint with the FCC.

4) Required information

If the telephone company requests information on what equipment is connected to their line, inform them of:

a) The telephone number to which this unit is connected.

b) The Ringer Equivalence Number. [0.1b]

c) The USOC jack required. [RJ11C]

d) The FCC Registration Number. [xxxUSA-XXXXX-XX-E]

Items (b) and (d) are indicated on the label on the bottom of the base station. The Ringer Equivalence Number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the REN's of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

5) Repair information

In the event of equipment malfunction, all repairs should be performed by Microsoft. It is the responsibility of users requiring service to report the need for service to Microsoft. Service can be obtained at (425) 635-7040

6) Programming Emergency Numbers for Speed Dialing

If you store police, fire, or other emergency numbers as speed dial numbers, be aware that:

a) The manufacturer assumes no responsibility for the proper functioning of the speed dial numbers during an emergency.

b) Testing of speed dial emergency numbers is not recommended. If you do call an emergency number, stay on the line and briefly explain the reason for the call. Programming and testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late in the evening, when the emergency services tend to be less busy.

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Technical Specifications

Minimum Recommended Requirements:
* Personal computer with a Pentium 60 processor
* CD-ROM drive
* Microsoft Windows 95 or later
* 16MB of memory required
* Between 15 and 70MB of hard disk space (up to 85MB during installation), depending on whether Internet Explorer 4.0 is already installed or not. You should also make sure you always have at least 10MB of free hard disk space for storing voice mail messages.
* 256-color video adapter/monitor
* 16-bit sound card with microphone and speaker(s)
* Free serial port
* Computer must be left on to use answering system, speed dial numbers, and voice commands
* Caller ID features require caller ID service from your phone company

Phone Specifications
Frequency Control: Crystal-controlled Dual PLL Synthesizer
Operation Mode: FM, full duplex
Ringer Equivalence: 0.1b
Jack: RJ11C

Transmit Frequency
Handset: 925.05MHz to 927.75MHz
Base station: 902.3MHz to 905.0MHz

Receive Frequency
Handset: 902.3MHz to 905.0MHz
Base station: 925.05MHz to 927.75MHz

Power Requirements
Handset: Rechargeable nickel-cadmium battery pack
Base station: DC 9V from AC adapter
Charger: DC 9V from AC adapter

Battery Life (approximate)
Standby: 7 days
Talk: 8 hours
Recharging time: 10 hours

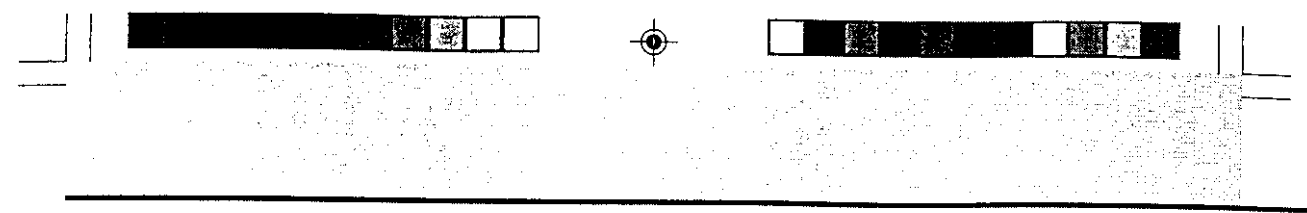**Weight**
Handset: 1 lb. (with battery included)

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misapplication. Any replacement SOFTWARE or Hardware Device will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. To exercise your remedy, contact Microsoft at:_____

GENERAL PROVISIONS. All of the General Provisions of the EULA also apply to this Limited Warranty, and each provision is incorporated herein by this reference.

Base station: 3 lbs.
Charging cradle and AC adapter: 2 lbs.

Dimensions (approximate, not including antennas)
Handset: 8" tall x 2.25" wide x 1.75" deep
Base station: 9" long x 5.75" high x 3" wide
Charger: 4" high x 4" wide x 5" deep

Limited Warranty and Limitation of Liability

LIMITED WARRANTY. Microsoft warrants that on the day you receive and for the next 90 days for the SOFTWARE and the next _____ year(s) thereafter for the Hardware Device, and under normal use and service, (a) the SOFTWARE will perform substantially in accordance with the accompanying packaging and documentation, and (b) the Hardware Device accompanying the SOFTWARE will be substantially free from defects in materials and workmanship, and (c) any Support Services provided by Microsoft shall be substantially as described in applicable written materials provided to you by Microsoft, and Microsoft support engineers will make commercially reasonable efforts to solve any problem issues.

You also have an implied warranty, **but only as to defects discovered during the period of this Limited Warranty, and only if an implied warranty is created by your state/jurisdiction and federal or state law prohibits disclaimer of it. As to any defects discovered after the 90-day and ___ year period, there is no warranty of any kind.** Some states and jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.

LIMITATION ON REMEDIES; NO CONSEQUENTIAL OR OTHER DAMAGES. Your exclusive remedy for any breach of this Limited Warranty is as set forth below. **Except for any refund elected by Microsoft, you are not entitled to any damages, including but not limited to consequential damages.** Section 8 above of the EULA General Provisions (Exclusion of Incidental, Consequential and Certain Other Damages), also applies to this Limited Warranty and is incorporated herein. This Limited Warranty gives you specific legal rights. You may have others, which vary from state/jurisdiction to state/jurisdiction.

REGISTRATION. You need not return the warranty registration card for this Limited Warranty to be effective.

BENEFICIARY. To the extent allowed by applicable law, this Limited Warranty is only made to you, the first licensed user of the SOFTWARE and Hardware Device, and there are no third party beneficiaries of this Limited Warranty. It is not intended for and does not apply to anyone else (except as required by law), including anyone to whom you make any transfer authorized in the EULA.

YOUR EXCLUSIVE REMEDY. Microsoft's and its suppliers' entire liability and your exclusive remedy with respect to the SOFTWARE and the Hardware Device shall be, at Microsoft's option, either (a) return of the price paid (if any) for, or (b) repair or replacement of the SOFTWARE or the Hardware Device that does not meet this Limited Warranty and which is returned to Microsoft with a copy of your receipt of purchase. You may exercise this remedy without charge, except that you are responsible for any expenses you may incur. This Limited Warranty is void if failure of the SOFTWARE or the Hardware Device has resulted from accident, abuse, or

Canadian Technical and Regulatory Information

ICES-003 Requirements

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B est confrome a la norme NMB-003 du Canada.

IC CS-03 Requirements

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee 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 telecommunciations company. The equipment must also be installed using an acceptable method of connection. 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 coordinated by a representative designated by the supplier. Any repairs or alternations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their 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: User should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) of this device is 0.1b.

NOTICE: The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the REN of all the devices does not exceed 5.

3) The telephone jack type required is RJ11C.

Part 15 – Interference Information

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.

The Microsoft Phone System base station and handset radiate radio frequency (RF) energy. If not installed and used in strict accordance with the instructions given in the printed documentation, these devices may cause harmful interference with other radio-operated devices (for example, AM/FM radios, televisions, baby monitors, cordless phones, etc.) Any cable that is connected to the base station must be a shielded cable that is properly grounded. (The cable supplied with the base station is properly grounded.)

The Microsoft Phone System hardware has been tested, and it complies with the limits for a Class B computing device in accordance with the specifications in Part 15 of the U.S. Federal Communication Commission rules. These limits are designed to provide reasonable protection against harmful RF interference in a residential installation. There is, however, no guarantee that RF interference will not occur in a particular installation.

To determine if the base station is causing interference to other radio-communication devices, close the Microsoft Call Manager program on your computer, then unplug the base station. If the interference stops, it was probably caused by the base station. If the interference continues after you disconnect the base station, remove the battery from the handset. If the interference still continues, turn the computer off and then on again. If the interference stopped when the computer was off, check to see if one of the input/output (I/O) devices or one of the computer's internal accessory boards is causing the problem. Disconnect the I/O devices one at a time and see if the interference stops.

If the base station or your computer does cause interference, try the following measures to correct it:

*   Relocate the antenna of the other radio communications device (for example, AM/FM radios, televisions, baby monitors, cordless phones, etc.) until the interference stops.
*   Move the base station farther away fromthe other radio communications device.
*   Plug the computer and base station into a power outlet that is on a different circuit, controlled by different circuit breakers or fuses, than the other radio communications device.
*   If necessary, ask your computer dealer or an experiencedradio-TV technician for more suggestions. You may find helpful information in the booklet "The Interference Handbook" (1995), published by the FCC. The booklet is available from the Compliance and Information Bureau of the FCC (1-888-CALL FCC) and on their website at http://www.fcc.gov.cib/.

Note Any changes or modifications not expressly approved by Microsoft could void the user's authority to operate this device.

Part 15 – Self Certification Requirements

*   Tested to comply with FCC Standards
*   For home and office use.
*   Model Number: T2

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For additional support needs

If you don't have access to the Internet FastTips is a fax-back service providing Knowledge Base articles and answers to common questions. (800) 936-4200.

If you need support services for a business Priority Annual, Priority Plus, and Premier provide a selection of support packages geared for businesses. To learn which account meets your needs, go to http://www.microsoft.com/support. Or call (800) 936-3500 for information on accounts for small- to medium-sized businesses and (800) 936-3200 for large, enterprise businesses.

If you need on-site, multivendor, or proprietary product support Microsoft Certified Solution Providers (MCSPs) and Authorized Support Centers (ASCs) specialize in providing support packages for hardware, network, and software products from both Microsoft and other vendors. For more information about MCSPs, call (800) 765-7768 or visit http://www.microsoft.com/mcsp. For more information about ASCs, contact your Microsoft account representative, or visit http://www.microsoft.com/enterprise/asc.htm

If you need text telephone (TTY/TDD) Available Monday - Friday, excluding holidays. In the United States, call (425) 635-4948, 6 A.M. - 6 P.M., Pacific time. In Canada, call (905) 568-9641, 8 A.M. - 8 P.M., eastern time.

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keep the original solely for backup or archival purposes. You may not copy the printed materials accompanying the Hardware Device.

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Hardware Troubleshooting Tips

I don't have a free serial port in which to plug in the base station

The base station must be connected to your computer through a serial port. Most computers have two external serial ports, often labeled Com1 and Com2. Serial ports are normally 9-pin, but one or both may be 25-pin.

If you don't have an open serial port, you may be able to free one up in one of the following ways:

- **Disconnect another device from a serial port**

  Do you have a device connected to a serial port that you don't use or need? If so, disconnect it from your computer.

- **If you have a serial mouse, you may be able to replace it with a PS/2 or USB mouse**

  If your mouse is connected to one of your serial ports, check tosee if you have a round mouse (PS/2) port. If so, you can free up your serial port by purchasing and installing a PS/2 mouse.

  If you have a Universal Serial Bus (USB) port, you can replace your serial mouse with a USB mouse.

- **If you have a USB port, your can install a USB/serial port adapter**

  The USB/serial port adapter plugs into a USB port and provides several serial port outlets. You can then move a device connected to a serial port on the back of the computer to the adapter, and connect the base station to the main serial port.

Important: You must connect the base station to a serial port on the back of the computer. Do not connect it to a serial port on a USB adapter, as the phone will not work properly.

## I have a free serial port, but the plug doesn't fit

If you have a free-serial port, but it is a 25-pin port, use the 9-pin-to-25-pin adapter that is shipped with the Microsoft Phone System.

Important: Use only the adapter provided with your phone. The phone will not work properly with other adapters.
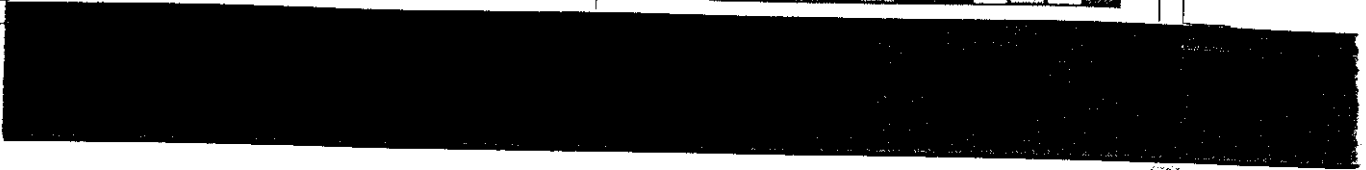
Microsoft Call Manager is the software portion of your Microsoft Phone System. You can use your cordless phone without the software, but you lose the answering system, speed dial numbers, voice commands, and many other features.

Note To install Microsoft Call Manager, see the "Read Me First" card. Be sure to set up and connect your Microsoft Phone hardware first, then install the software.
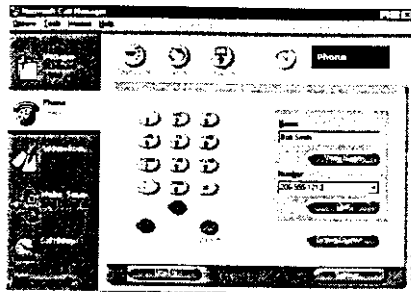
Using the Software

Microsoft Call Manager enables you to both configure your Microsoft Phone System and to use your computer as a phone.

With a set of speakers and a microphone, you can make and take calls at the computer while composing or reading e-mail, surfing the World Wide Web, or playing computer games.

For complete information on using Microsoft Call Manager, see online Help.

Leaving Your Computer On All the Time

It is important that you leave your computer running at all times once you have installed Microsoft Call Manager. To conserve energy while continually running your computer, check your computer's power management settings. At the very least, turn off your monitor when you are using the computer. See "power management" in online Help for more details.

Getting Help

Microsoft Call Manager Help provides complete information for using the software. There are two types of online Help:

*   What's This? help about a particular feature or control.
*   Conceptual and procedural help.

To display What's This? help
1   Right-click a feature or control on any one of the five pages or on a dialog box or property sheet.
2   Click **What's This?**

    or

1   Click **What's This?** on the **Help** menu (or press CTRL+F1), then point at a control or feature and click.

To display conceptual and procedural help
1   Click **Help Topics** on the **Help** menu.

Calling from a Remote Phone

You can retrieve your voice messages, your e-mail messages, and change your greeting from any remote pushbutton (touchtone) phone. You must define a remote access number (password) to access your answering system.

To access your answering system from a remote phone

1 Call your phone number.

2 Once the answering system picks up and begins playing your greeting, press star (*).

3 When prompted, enter your remote access number.

   If you have multiple mailboxes, enter the mailbox number before entering the remote access number. The mailbox number is the number assigned to the mailbox when you create it. It is shown to the left of the mailbox name on the Mailbox Setup page in the Microsoft Phone software.

Note See Help in Microsoft Call Manager for information on defining a remote access number.

Using toll saver

Toll saver enables you to determine whether you have messages without having to pay for a phone call. When you call in from a remote phone, the Microsoft Phone answering system will pick up after two rings if there are messages. If there are no messages, the answering system won't pick up until the fourth ring, enabling you to hang up after three rings.

Note You can change the toll saver ring settings on the Phone Settings properties.

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Speed button

Redial
button
Phone button

Making and Receiving Calls

This section explains how to make and receive calls with the handset. For making and receiving calls at the computer, see Microsoft Call Manager Help.

Making Calls

To make a call from the handset

1 Press the PHONE button.

2 Dial the phone number.

3 To hang up, press the PHONE button again.

Receiving Calls

To receive a call using the handset

1 When the phone rings, press the PHONE button.

If the handset is in the charging cradle when it rings, just pick it up. You don't have to press the PHONE button.

2 When you finish, press the PHONE button again to hang up.

Redialing a Number

To redial the last number called

• Press the REDIAL button on the handset.

Note Pressing REDIAL on the handset calls the last number dialed on the handset. To redial the last number called from the computer, click the **Redial** button on the **Phone** page in Microsoft Call Manager. These buttons operate separately.

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Pick up any extension phone.

or

Click the **Speaker** button in Microsoft Call Manager.

Note A call left on hold will be disconnected after 10 minutes.

When a call is on hold, the HOLD/DND indicator light is on.

What can you do while a call is on Hold:
Use a voice command or press the MESSAGES button to listen to your messages. What else?

Using Call Waiting
If you subscribe to a call waiting service through your telephone company, you can switch to a new call during a conversation.

To switch to a new call
1 When a new call is indicated by a tone, press the FLASH button on your handset.

The new call is connected and the current caller is put on hold.
2 To switch back to the first caller, press FLASH again.

Reducing Interference on the line
When you press the PHONE button on the handset to make or answer a call, Microsoft Phone automatically searches for the clearest frequency. However, if you encounter interference while talking on the handset, move closer to the base station. If the interference persists, switch to a different frequency.

To reduce noise

• Press the CHANNEL (CHAN) button to switch to a different frequency

Note If you press the CHANNEL button when you are out of range of the base station, you will hear the Out of Range tone. You must re-synchronize the handset with the base station before making another call if you hear that tone.

Switching to the Handset Loudspeaker
The LOUDSPEAKER (LDSPKR) button on your handset switches the audio output from the earpiece to the speaker. This enables you to hear the caller or other audio output without having to hold the phone to your ear. For example, you might switch to the loudspeaker while writing directions that the far end party is providing, or listening to messages.

Note The loudspeaker provides for one-way communication only. The handset microphone is muted when you are using the loudspeaker.

Using the Navigation Keys on the Handset

While listening to messages with the Microsoft Phone handset, you can navigate between and within messages, using the buttons shown below.
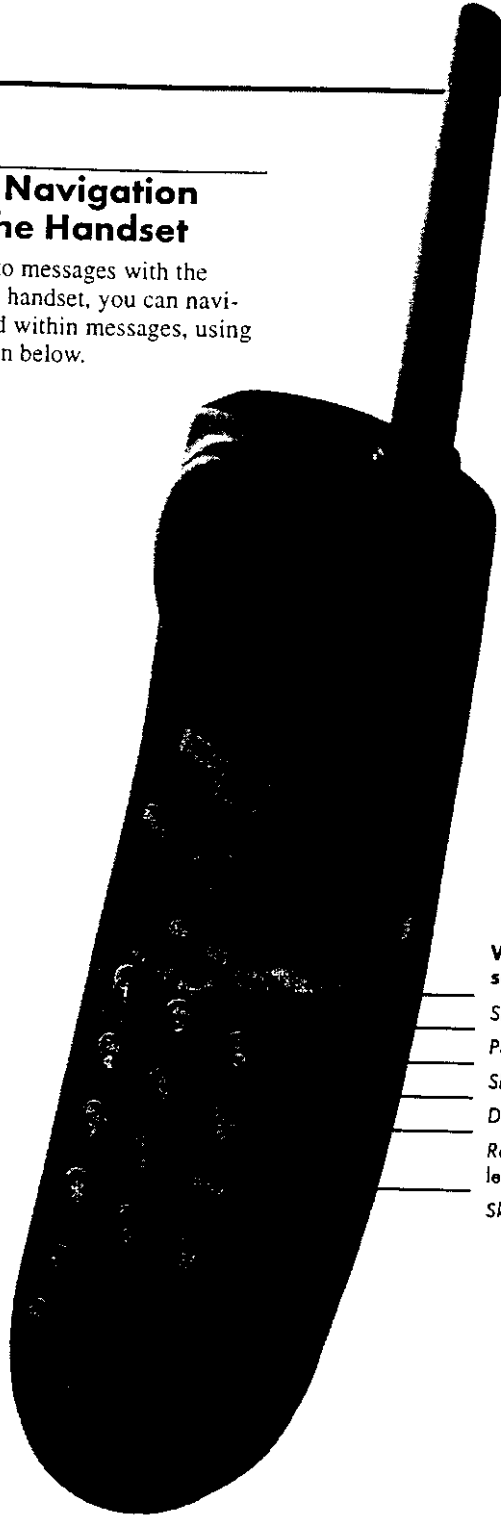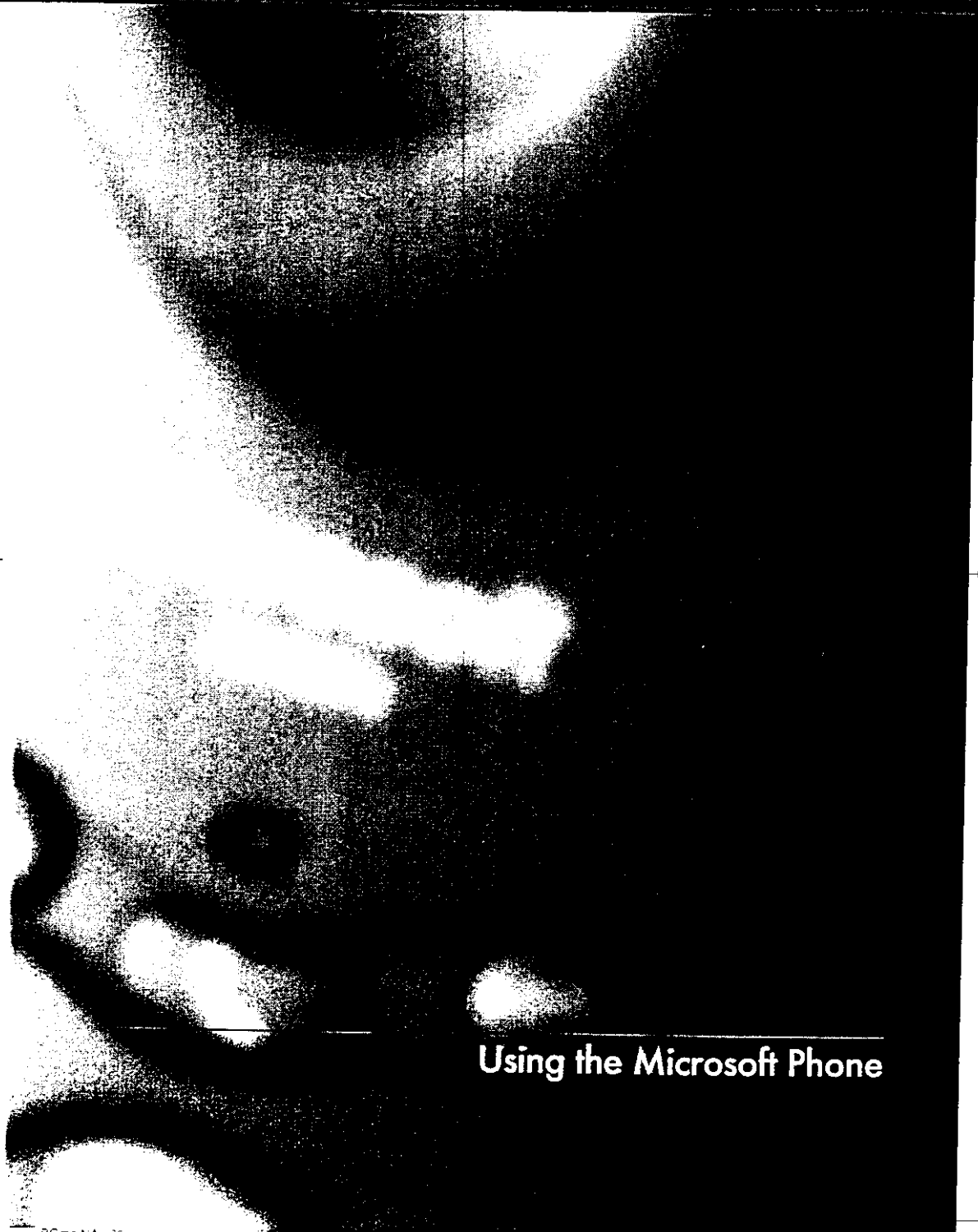
When playing messages:

Skip back 10 seconds

Pause message

Skip ahead 10 seconds

Delete current message

Return call to person who left message

Skips to next message.

Using the Microsoft Phone

Protecting and Maintaining Your Phone

Treat your phone gently

The handset, charger, and base station all contain complex electronic parts; treat them with care. Place the handset down gently. Locate the charger and base station so they don't get knocked around.

Cleaning

The plastic casing exterior of the handset, charger, and base station is durable and should retain its lustre for years. Use only a soft, slightly damp cloth to clean it. For stains, use a mild soap, but do not use detergents, excess water, or harsh abrasives or solvents of any kind.

Clean the contacts on the bottom of the handset, the top rear of the base station, and in the cradle of the charger once a month with a soft cloth moistened lightly with isopropyl alcohol.

Lightning

Electrical storms can sometimes cause power surges which can damage your phone equipment or computer. You may want to unplug electrical equipment when a storm is approaching.

Warning: Do not unplug equipment during an electrical storm.

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The Charging Cradle

After you have set up and tested the Microsoft Phone handset to make sure that it works properly, you can move the charging cradle and handset to another location in your home or office. See Step 8 in the "Read Me First" card for information on locating the charging cradle.

Accessibility Feature:
Affixing the Cradle in Place

The velcro strip provided with your Microsoft Phone is intended for users with disabilities, specifically for people who are unable to pick up the handset to dial it.

To affix the cradle in place

1 Separate the two pieces of velcro.

2 Remove the plastic covering from one piece and attach it lengthwise to the bottom of the cradle so that it overlaps the front lip.

3 Remove the plastic covering from the other piece of velcro and attach it to a hard surface where you want to locate the cradle.

4 Place the cradle over the velcro strip and move it back and forth to enmesh the velcro fibers.
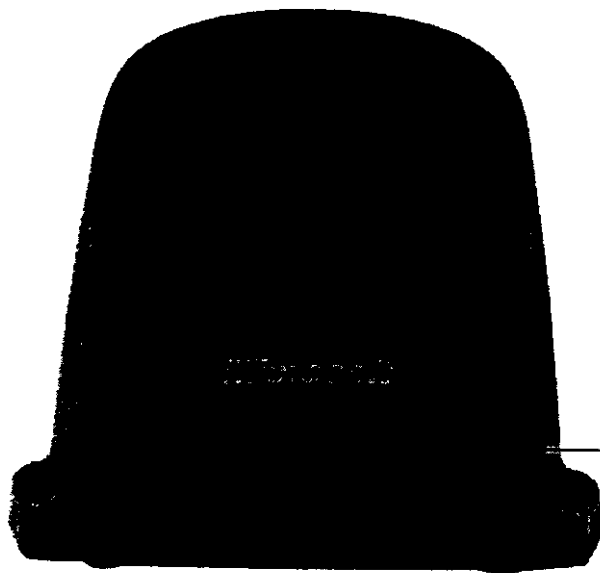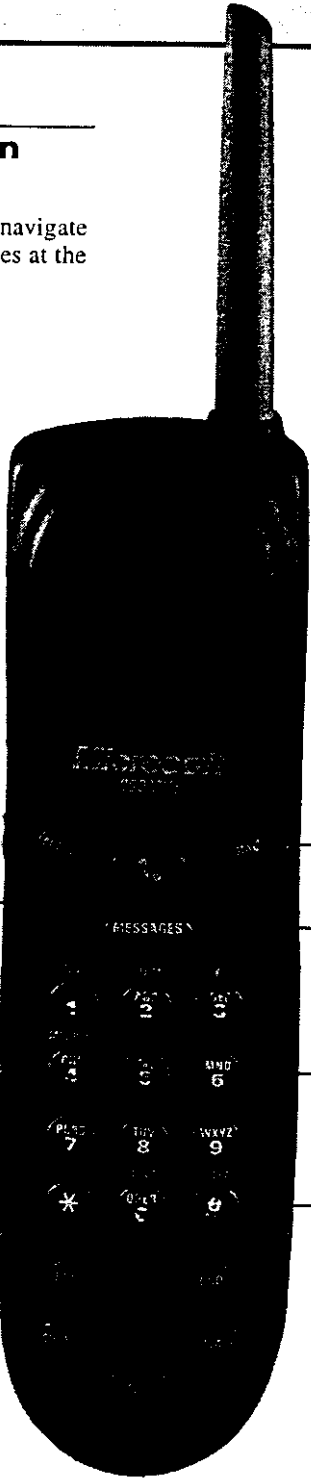
Charging LED
On when the handset in the cradle and the battery is being charged.

Velcro Strip

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Message Navigation Buttons

Use the buttons on the keypad to navigate while you are listening to messages at the handset.

Rewind (Rew)
Skip back 10 seconds.
During message details
(such as time and date of
call), replays the details.

Call Back
Dials the number for the
caller. You must subscribe to
caller ID, and the number
must have been identified.

Help
Plays audio help.

Pause
Pause the current message.

Fast Forward (FF)
Skip ahead 10 seconds.
During message details, skip
to the message.

Delete
Delete the current message.

Next
Skips to the next message.

Welcome!

Welcome to the Microsoft Phone System for Windows 95 and Windows 98. The Microsoft Phone System is the first cordless phone to be fully integrated with the computer.

The Microsoft Phone System includes Microsoft Call Manager, software which adds these features to your cordless phone:

- A powerful home voicemail system that enables you to create a separate message mailbox for each user or a home business.

- An out-of-the-box speech recognition program that enables you to issue voice commands from the handset. For example, you can say "Call mom" or "Call Bob Smith" to have Microsoft Call Manager make the call for you.

- A text-to-speech program that reads your e-mail to you remotely.

- Up to 40 speed dial numbers.

- Call screening and message retrieval available from the handset.

- An online Window Address Book that stores information about your friends, relatives, and clients.

- Caller ID features such as private greetings and customized announcements that tell you who is calling.

IMPORTANT   Use the "Read Me First" card to set up your system.

Using the Handset

The illustrations on the next five pages describe the buttons and lights on the handset, the charging cradle, and the base station.

Getting Help on the Handset Buttons

If you forget what a particular button on the handset is for, audio Help is always available. The function of each button on your handset is explained in depth

To get audio help on the handset

1   Press the Help button (0) when the phone is not in use.

2   Listen to the menu to get information about a particular button.

Accessibility Features

For users who are hearing or visually-impaired, or have some disability that makes it difficult to pick up the handset, Microsoft Phone includes the following features:

- A TTY/TDD interface in the Microsoft Call Manager software. See online Help for information on using this feature.

- Both the Read Me First card and the User's Guide are provided in an online format that can be read by a screen reader. The Read Me First card is directly available from the Welcome screen, while the User's Guide is located at the root directory of the CD-ROM disk. Both can be read and printed from the CD-ROM or copied to the user's hard disk.

- Audio help on the handset buttons. A full description of the buttons on the handset is available by pressing the Help button (0), then pressing 1.

- The earpiece on the handset is hearing aid-compatible.

- The 5-key on the handset includes a dimple for orientation.

- A velcro strip is included that can be attached to the bottom of the charging cradle. This enables a user to dial the handset sitting in the charging cradle without having to hold onto the cradle.

Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1 Do not use, or permit children to use, the Microsoft Phone near water; for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.

2 Avoid using a telephone, (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

3 Do not use the telephone to report a gas leak in the vicinity of the leak.

4 Use only with the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

5 If you must transport this phone on an airplane, remove the battery from the handset to ensure that it does not emit any radio frequency (RF) signals.

Save These Instructions