



INTERNET  
TELEPHONE



NORMAL  
TELEPHONE

USB CORDLESS

# DU@Lphone™

-for Internet telephony via softphone client and ordinary telephony via DECT

## User Manual



**DEAR CUSTOMER**

We would like to thank you for purchasing our Cordless DUALphone and/or an additional Cordless DUALhandset. We hope you will enjoy it.

Please read the following thoroughly and observe the operating instructions and information provided. If you are still experiencing difficulties, please call our helpline:

Please visit our website where you can find additional help:  
[www.dualphone.net](http://www.dualphone.net)

Conformity of the telephone to EU directives is confirmed by the CE symbol. We hereby declare that the Cordless DUALphone and/or Cordless DUALhandset are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

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# INTRODUCTION

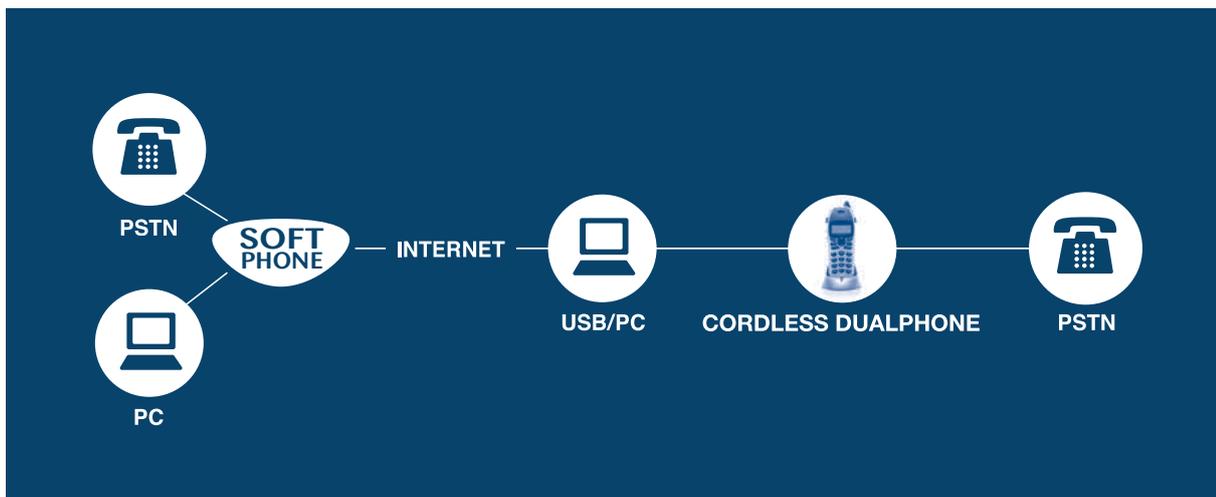
Welcome to the Cordless DUALphone manual.

In this manual we have used the word “Softphone”. This refers to the software programmes that can handle Internet calls. Examples of the most popular softphones are Skype, Yahoo, SIPhonic, etc

With the Cordless DUALphone you can make ordinary telephone calls and Internet calls using using a soft-phone programme.

- An ordinary telephone call is a call between two telephone line subscribers.
- Internet calls between two (or more) users of the same softphone programme are free of charge.
- A softphone to landline call is made via the Internet to an ordinary telephone number anywhere in the world using a softphone.

In this user manual you will learn how to handle the different calls and learn how to navigate the handset menu.



**NOTE:** To make Internet calls your PC must be turned on and the softphone software must be activated.

# AT A GLANCE

## HANDSET FEATURES

**DISPLAY**

Displays the status of your handset

**DEL DEL**

Used to delete digits (press and release) or cancel operation (press and hold)

**TELEPHONE BOOK**

Used to open the telephone book to find numbers, add, edit and delete entries

**INT INT**

Press to make calls to additional handsets (internal)

**PHONE KEY**

For making and answering calls

**KEY PAD**

Buttons used for entering 0-9 and letters A-Z

**\*P PAUSE**

Press and hold for pause, press and release for \*

**▲ ▼ UP & DOWN**  
Used to navigate through handset functions

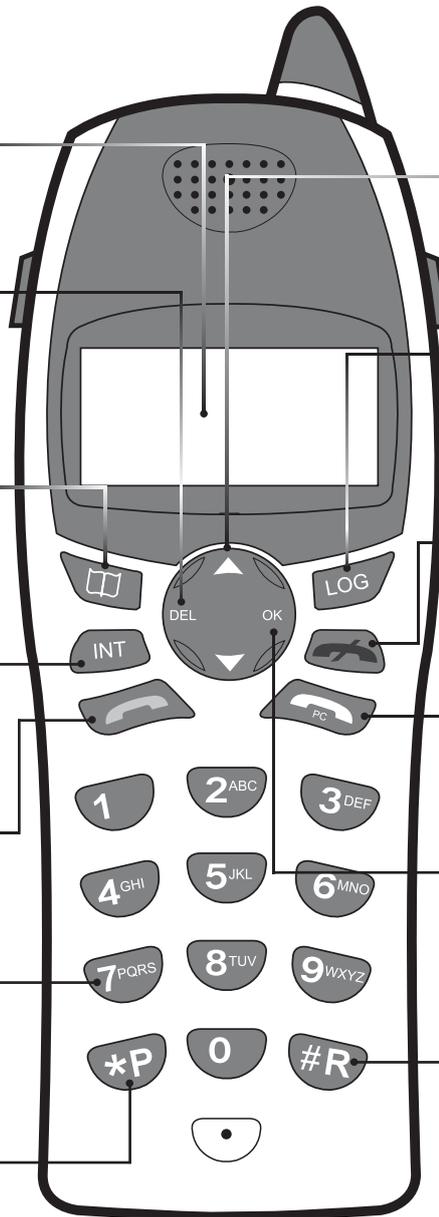
**LOG LOG**  
Press to see list of incoming calls

**RED PHONE**  
Press to end a call

**PC KEY**  
For making Internet calls. Press to see your online contacts

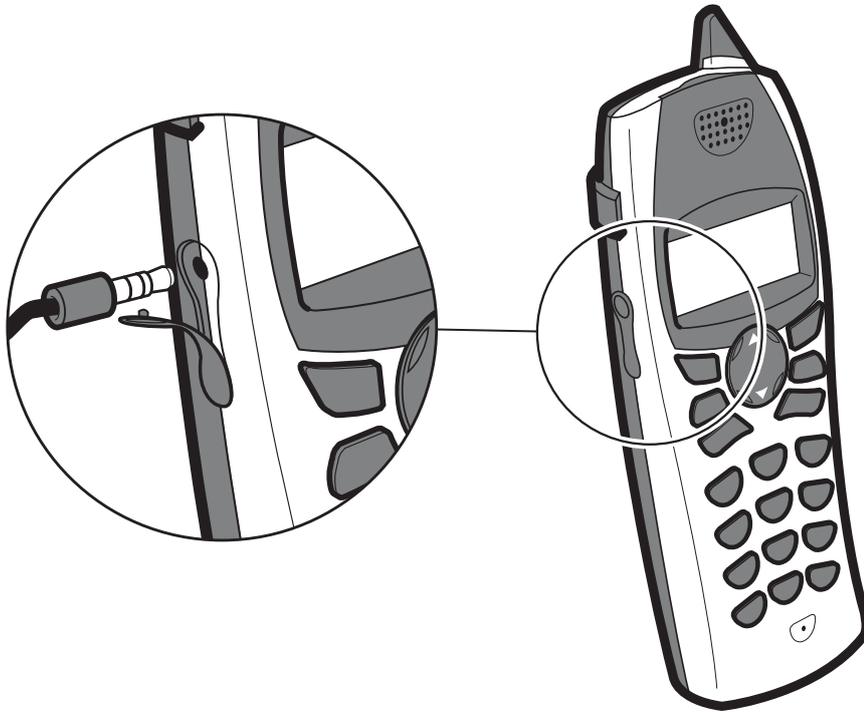
**OK OK**  
Used to enter menu and to select and confirm

**#R FLASH**  
Press and hold for flash, press and release for #



## HOW TO CONNECT A HEADSET

The Cordless DUALphone supports the use of headsets. Using a headset allows you to talk through a microphone and saves you from having to hold the handset during a conversation. Answering calls is the same procedure as normal.



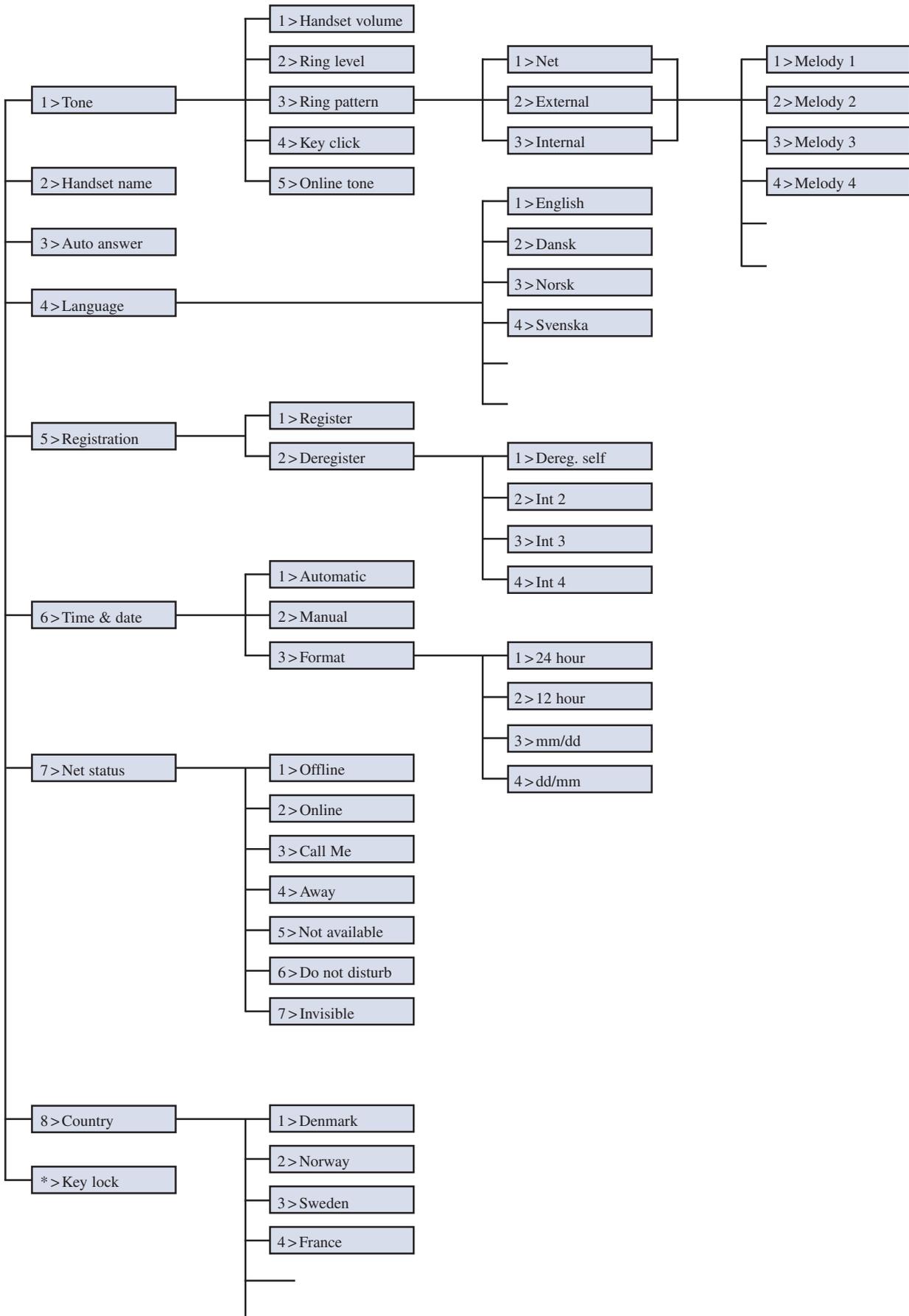
*Plug the headset into the jack located on the left side of the handset (under the rubber flap). Please do not force the connection, but make sure the plug fits securely.*

## GUIDE TO BASIC FUNCTIONS

HOW TO...	WHAT TO DO
Answer a call	When telephone rings you can press  or  to answer call.
Make ordinary telephone call	Enter telephone number first and press  or press  first and then enter telephone number.
Make an Internet call	Press . Use ▲ & ▼ to select contact. Press  to place call.
Make an Internet to landline call.	Enter telephone number and press .
End a call and return to ready state	Press .
Redial	In idle state press ▲ or ▼ to scroll list of previous calls. Press  to place call. To redial the telephone number using your softphone, press . Softphone contacts can be redialled with .
Dial from phone book	Press . Use ▲ & ▼ to find entry. Press  to place call. Press  to place landline call via the Internet.
View log	Press <b>LOG</b> . Press ▲ or ▼ to scroll list.
Dial incoming calls	Press <b>LOG</b> . Scroll entries and press  to place ordinary telephone call and  for Internet and softphone to landline calls.
Adjust volume	Press <b>OK</b> 3 times. Use ▲ & ▼ to adjust volume. <b>OK</b> to save.  to cancel.
Locking the key pad	Press <b>OK</b> , then <b>*P</b> . Repeat to unlock.
Add entry to phone book	Press  and press ▲ and <b>OK</b> . Now enter number and <b>OK</b> . Enter name and press <b>OK</b> to save entry.
Mute the microphone	Press <b>DEL</b> during conversation to turn off microphone. Press <b>DEL</b> to undo.
Change ringing pattern	Press <b>OK</b> twice, press ▼ twice and press <b>OK</b> . Scroll to choose Net, External or Internal with <b>OK</b> . Scroll to choose 1-5 tones. Press <b>OK</b> to save.
Enter characters using the keys	Press the button with the letter you want the same number of times as the position of the letter on the key e.g. press <b>2<sup>ABC</sup></b> twice for the letter 'B', press <b>6<sup>MNO</sup></b> once for 'M' etc.
Change to upper case text	Press and hold <b>*P</b> to change to upper case.

# HANDSET MENU STRUCTURE AT A GLANCE

Press **OK** to enter the menu



## MAKING CALLS

### HOW TO MAKE AN ORDINARY TELEPHONE CALL

Enter the telephone number and press  to place call.

If you make a mistake, press the  key to delete incorrect digits, before you press .

**NOTE:** If you need to insert a pause in the dialling string press and hold . This will insert a three-second pause. Each press and hold of the  button adds three additional seconds to the pause.

### HOW TO ANSWER A CALL

When the telephone rings press  or  to answer the call.

**HINT:** You can also answer a call by simply picking up the handset from the base. This is called Auto answer. See section “How to use Auto answer.”



## HOW TO MAKE A SOFTPHONE TO LANDLINE CALL

Your softphone programme allows you to use your Internet connection to call ordinary telephones and mobile telephones worldwide.

To make a softphone to landline call enter the telephone number you wish to call and press .

**NOTE:** The softphone software must be activated on your PC in order to perform Internet and Softphone to landline calls.

## HOW TO CALL A SOFTPHONE USER

Make sure that a compatible softphone is installed and activated on your computer.

To place an Internet call call press  to produce a list of your contacts that are online. Choose the name of the contact you wish to call by scrolling up and/or down using the ▲ and ▼ buttons. Press  to place call.

## HOW TO END CALLS AND LEAVE THE MENU

To quit the menu at any time or end a telephone call press . This will take you back one step. Pressing and holding  will return status to idle.

## HOW TO START A NEW TELEPHONE CALL DURING AN ONGOING CALL

During an ongoing call you can always start a new call by pressing the button that indicates which type of call you need, i.e.  for Internet call and  for ordinary calls.

When you have an ongoing ordinary telephone call and want to make an Internet call you can make a softphone to softphone call or a softphone to landline call.

Press  once to put the ordinary telephone call on hold. You now have the following options:

- Enter a telephone number and press  for softphone to landline calls or
- Scroll the redial list by pressing ▼ or
- Press  to view list of your softphone contacts.

## CALL LOG

You can view a list of the most recent 30 incoming calls in the call log. To enter the call log press **LOG**. New unviewed and unanswered calls are marked with "!" directly next to the time stamp.

### HOW TO DIAL A TELEPHONE NUMBER FROM THE LOG

Press **LOG** to view a list of incoming calls. Scroll to find the entry you wish to call. Press  for an ordinary telephone call or  for softphone and softphone to landline calls.

**NOTE:** The incoming calls are sorted by order of arrival; the most recent is shown first. A number is only held once in the list. Any previous entries from same caller will be replaced by the most recent call.

### HOW TO CLEAR CALL LOG

When call log is open press **OK** to get to call up the **Store**, **Delete entry** and **Delete all** options. Scroll and press **OK** to delete all and press OK to confirm.

To store an entry from call log please see the chapter entitled Telephone book.

## REDIAL OUTGOING CALLS

With the Cordless DUALphone you can redial any number from the redial list.

### HOW TO REDIAL A TELEPHONE NUMBER FROM THE REDIAL LIST

You can view a list of the last 30 calls you made.

To redial a telephone number that you have previously called press ▲ or ▼ with the handset in idle state. You will now see the call list. Scroll to find the number you wish to redial and press  to place call.

**NOTE:** Any digit telephone number can be redialled as either an ordinary telephone call or softphone to landline call. Calls made to softphone contacts can only be redialled as softphone calls.

### HOW TO CLEAR REDIAL LIST

With the redial list open, press  to call up the **Store, Delete entry** and **Delete all** options. Scroll and press  to choose Delete all and press  to confirm.

To store an entry from the redial list please see the chapter entitled Telephone book.

## HANDSET FEATURES

The Cordless DUALphone has a wide range of features to choose from. In this section you will be introduced to how you can change settings to suit your needs.

### HOW TO LOCK AND UNLOCK THE KEY PAD

You can lock the key pad so that it cannot be used accidentally while carrying it around. Press **OK** and **\*P** to lock. Repeat to unlock. Locking the handset will cause the  icon in the display to light up.

#### IMPORTANT NOTE about key lock:

- You can still answer incoming calls.
- You can still make emergency telephone calls. Press  followed by your national emergency number. You can also pre-dial emergency calls.

### HOW TO ADJUST THE EARPIECE VOLUME

Press **OK** to enter the menu and choose **1>Tone** and choose **1>Handset volume**. Press **▲** or **▼** to adjust the volume. Press **OK** to save setting.

Press **▲** or **▼** to adjust the volume during a conversation (you cannot store a new volume level during a conversation).

### HOW TO MUTE THE MICROPHONE

You can mute the microphone during a conversation by pressing **DEL**. To turn the microphone on press **DEL** again.

### HOW TO CHANGE THE RING PATTERN

Press **OK** to access the menu. Select **1>Tone** and then **3>Ring pattern**. You can now choose between changing the ring tone for **Net**, **External** and **Internal** calls. Press **OK** to enter. Press **▲** or **▼** to play the ring tones. Press **OK** to store your choice.

### HOW TO ADJUST THE RING LEVEL

Press **OK** to enter the menu and select **1>Tone** and choose **2>Ring level**. Press **▲** or **▼** to adjust the volume. Press **OK** to store your choice.

## HOW TO CHANGE YOUR ONLINE STATUS USING THE HANDSET

Your Softphone contacts will be able to see your online status. You can change your status from the menu of your handset. Press **OK** to enter the menu and press ▲ or ▼ to reach the **7>Net Status** menu. Press **OK** and scroll ▲ and ▼, to find the status you wish others to see. Press **OK** to change status.

## HOW TO USE KEY CLICK

With key-click activated the handset will emit a sound on each key press

You can turn the key click off or on. You will find the menu in the **1>Tone** menu where you select **4>Key click**. Press **OK** to change status.

## HOW TO USE THE ONLINE TONE

Whenever a contact changes status from offline to online, you can be alerted with a short beep. In the **1>Tone** menu go to **5>Online Tone** and press **OK** to change status.

## HOW TO USE AUTO ANSWER

When you receive a call, you can answer it simply by lifting the handset from the base or charger.

To activate Auto answer press **OK** to enter the menu. Select **3>Auto answer** and press **OK** to change status.

## HOW TO CHANGE HANDSET LANGUAGE

The handset has multiple languages to choose from. To change language setting press **OK** and access **4>Language**. Use ▲ or ▼ to find the language you prefer, and press **OK** to select.

**NOTE:** Should the handset language accidentally be changed to a language you do not understand, you can enter the language menu by pressing **OK** and **4<sup>call</sup>**. You can now scroll to find your preferred language and then press **OK** to save.

## HOW TO LOCATE HANDSET

You can locate your handset by pressing the page button on the base.

Press the button on the base station to page the handset. The handset will now emit a loud signal.

Press any handset key or page button to end the signal.

**NOTE:** If you have more than one handset registered to the base, all handset units will be alerted upon paging.

## HOW TO CHANGE COUNTRY SETTING

**IMPORTANT NOTE:** You should only change the country setting if you take your telephone to another country and connect the telephone to an ordinary telephone line.

Press **OK** to enter the menu and scroll to find **8>Country**. Press **OK** to enter and scroll the list of countries. Press **OK** to set your country preference.

## HOW TO SET THE TIME AND DATE

The PC time and date will be set automatically in the display when the Cordless DUALphone is connected to your PC and the Cordless DUALphone Suite is installed.

You can also choose to enter time and date manually. Press **OK** to access the menu. Find the menu **6>Time & date** and press **OK**. For manual setting choose **2>Manual** instead and enter digits.

### SET TIME & DATE FORMAT

If you wish to alter the time & date format (12 hours to 24 hours and mm/dd to dd/mm) choose **3>Format** in the Time & date menu. Scroll the format options and press **OK** to save your preference.

## HOW TO GIVE YOUR HANDSET A NAME

To set the name of the handset press **OK** to enter the menu. Press **▼** and select **2>Handset Name** by pressing **OK**. Use the key pad to enter a name and press **OK** to save.

## TELEPHONE BOOK

The Cordless DUALphone can store up to 160 contacts in the telephone book. As well as entering numbers and storing them in the telephone book you can also store the numbers from the call log and from the redial list. The handset display holds up to 16 characters for a name and up to 22 digits for telephone numbers.

The redial list holds the last 30 calls you make from the handsets.

### HOW TO STORE A NEW ENTRY IN THE TELEPHONE BOOK MANUALLY

Press  and . The display now says >New entry? Press  to continue. Now enter the telephone number and press . Enter the name of the contact using the key pads and press  to save.

### HOW TO MAKE CALLS FROM THE TELEPHONE BOOK

To access, press  and press  to scroll entries. You can continue to press  or you can access contacts quickly by entering the first letter of the name. To place call press  for ordinary telephone calls and  for softphone to landline calls.

**NOTE:** The telephone book entries are shared between all handsets registered to the base.

### HOW TO STORE CALLER ID IN TELEPHONE BOOK

To store a Caller ID press . Find the Caller ID you wish to store and press . Choose **1 > Store entry** by pressing .

Now use the key pad to enter the name you wish to assign to this Caller ID. Delete any incorrect entry by pressing and releasing  or cancelling the operation by pressing and holding . Press  to store once entry is complete.

**NOTE:** If you subscribe to a Caller ID service the Caller ID will be displayed when you have incoming calls. The last 30 incoming calls are stored in the log. You cannot store softphone contacts in the telephone book.

### HOW TO EDIT OR DELETE A TELEPHONE BOOK ENTRY

Press **[Phone Book]**. Use **▼** to find the entry you wish to edit. Press **[OK]** and select **1 > Edit** from the menu. The number is now ready to be edited. To delete a digit, press the **[DEL]** key.

To delete, select **2 > Delete entry** instead and press **[OK]** to confirm.

To delete all entries in the telephone book select **3 > Delete all** and press **[OK]** to confirm.

### HOW TO STORE A NUMBER FROM THE REDIAL LIST

With handset in idle state press **▲** or **▼** to view the previously called numbers. To store an entry in the telephone book press **[OK]** and select **1 > Store entry**. Follow the instructions on the display. To delete an entry from the redial list select **2 > Delete entry** instead. To delete all entries in the redial list select **3 > Delete all**.

### HOW TO STORE A NUMBER FROM THE CALL LOG

With handset in idle state press **[LOG]** to view the incoming calls. To store an entry in the telephone book press **[OK]** and select **1 > Store entry**. Follow the instructions on the display. To delete an entry from the call log select **2 > Delete entry** instead. To delete all entries in the call log select **3 > Delete all**.

### CHARACTER MAP

You can reach the following letters and numbers from the keys on the handset.

Key	Character
1	<space>, 1
2	a, b, c, 2
3	d, e, f, 3
4	g, h, i, 4
5	j, k, l, 5
6	m, n, o, 6
7	p, q, r, s, 7
8	t, u, v, 8
9	w, x, y, z, 9
0	0
*P	? ! / ( ) change upper/ lower case <sup>1)</sup>
#R	' , - . &

<sup>1)</sup> press and hold to change function

## UNDERSTANDING YOUR TELEPHONE

### DISPLAY MESSAGES

Not registered  
Place in base

The handset is not yet registered to the base. The display will say "Ready" upon successful registration.

Ready

Handset is ready for receiving and placing calls. If you have entered a handset name this will be displayed instead.

Charging

The battery is being charged.

Battery low  
Place in charger

Battery is low and needs charging.

Ready  
PC not available

The USB cable has been disconnected or PC power is turned off. You cannot make Internet calls. You can still make intercom and ordinary telephone calls.

Ready  
Keys locked

The key pad is locked and the buttons cannot be activated. Unlock to use handset.

Ready  
Line in use

Telephone line is occupied by another handset. You can still make Internet calls.

Ready  
Net in use

Another handset is engaged in an Internet call. You can still make ordinary landline calls.

Ready  
Both in use

Both lines are busy.

Ready  
10 Calls/3 New

This means that you have had 10 incoming calls in total and there are 3 calls in the log left to be viewed.

Ext Talk 1:32:56  
Mom

This means that you have talked to Mom for 1 hour 32 minutes and 56 seconds.

Ext Talk 1:32:56  
Battery low

Battery is low and needs charging. Place in base or charger. This will also end the call.

Ext talk 1:32:56  
Mic mute

Microphone is muted.

Out of service

The handset is either out of range from the base, or power has been disconnected. Return to the base and wait for the handset to regain service and check power connections.

Net talk 0:01:32  
Peter> Ext H

You have started an Internet call with Peter while the ordinary telephone call is on hold (H).

## AUDIO ALERTS

- Positive confirmation tone.
- Negative confirmation tone.
- A one-time triple beep means the handset is too far away from the base (out of range).
- A double beep indicates that the battery is low and must be charged.
- When the handset is placed in the base you will hear a single beep. The handset is now being charged.
- Whenever one of your Internet contacts goes online you will hear a notification (if no tone is heard you need to activate **Online tone**).
- Call waiting.

## CALL WAITING

The Cordless DUALphone has a Call Waiting feature that works with a service from your telephone service operator.

Call Waiting and Caller ID lets you see who is calling before you answer the telephone, even when you are engaged on an ongoing call. You may need to change your telephone service to use Call Waiting and Caller ID. For details, contact your telephone service operator.

### CALL WAITING DURING ORDINARY TELEPHONE CALLS

#### INCOMING ORDINARY TELEPHONE CALL

This is a service from your telephone service operator. If you already engaged on an ordinary telephone call when another ordinary telephone call is received press and hold **#R** to connect to the second conversation.

**NOTE:** This feature is also known as “Call Waiting on Second external call.” The procedure for answering these types of calls may vary according to your telephone operator.

#### INCOMING SOFTPHONE CALL

If you are already engaged on an ordinary telephone call when a softphone contact calls, you can put the ordinary telephone call on hold by pressing **PC** and connecting to the softphone call.

You can toggle between the two conversations by pressing **PC** to select the softphone call and **PC** to select the ordinary telephone call. Press **OK** and select **Release active** to release ongoing call and return to the previous call.

**NOTE:** The Call Waiting service subscription is not necessary in order to receive softphone calls while engaged on an ordinary telephone call.

#### INCOMING INTERNAL CALLS

If you are already engaged on an ordinary telephone call when another handset subscriber calls you, press **INT** to answer. To return to the external call press **PC**. Press **OK** and select **Release active** to release ongoing call and return to the previous call.

## CALL WAITING DURING INTERNET CALLS

### INCOMING ORDINARY TELEPHONE CALL

If you are already engaged on an Internet call when you receive an ordinary telephone call press  to connect to the incoming call. The Internet call is now on hold.

To toggle between the two calls press  for the Internet call and  for the ordinary telephone call. Press **OK** and select **Release active** to release the ongoing call and return to the previous call.

### INCOMING INTERCOM CALL

If you are already engaged on an Internet call when another handset subscriber calls press **INT** to connect to the new call and to put the Internet call on hold. Toggle between the two calls by pressing **INT** for the intercom call and  for the Internet call. Press **OK** and select **Release active** to release the ongoing call and return to the previous call.

## CALL WAITING DURING INTERCOM

### INCOMING ORDINARY TELEPHONE CALL

If you are already engaged on an intercom call when an ordinary telephone subscriber calls you, press  to answer and to put the intercom on hold. Toggle between the two calls by pressing **INT** for the intercom call, and  for the ordinary telephone call. Press **OK** and select **Release active** to release the ongoing call and return to the previous call.

### INCOMING INTERNET CALL

To answer an incoming Internet call while you are engaged on an intercom conversation press . The intercom is now on hold. Press **OK** and select **Release active** to release the ongoing call and return to the previous call.

## MULTIPLE HANDSETS FEATURES

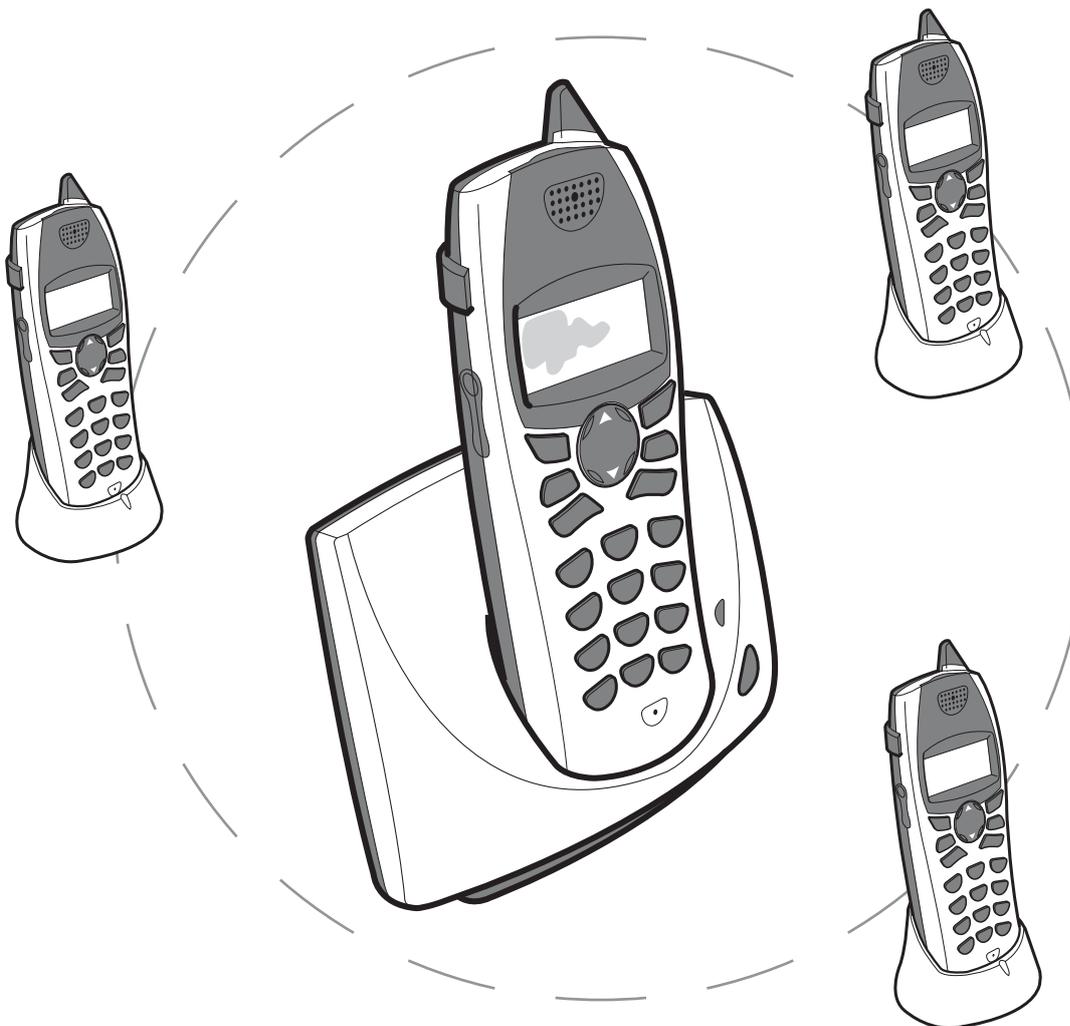
The Cordless DUALphone base station can register up to four handsets. You can also make intercom calls as well as forward calls between handsets. Incoming calls can be answered by any of the registered handsets. Any entries made to the telephone book will automatically be shared between the handsets. To buy additional handsets please contact your place of purchase.

For registration of the additional handsets please refer to the Mini Guide found in the Cordless DUALhandset retail box.

### ADDITIONAL HANDSET REGISTRATION

If you have purchased an additional handset you must insert the battery pack and slide the battery cover into place and place the handset in the charger.

Place the handset in the base and wait for approximately 10 minutes for the handset to charge up enough power to be registered to the base. You will hear a confirming tone when the handset is ready for use. The display will now say "Ready". Please allow 24 hours for full battery charging.



**NOTE:** You can register up to 4 handsets to the base. The registration of a 5th handset will replace the 4th handset.

## HOW TO REGISTER AN ADDITIONAL HANDSET MANUALLY

To register a new handset manually the base station must be prepared. Press and hold the page button for 5 seconds to enable registration. When the charge light flashes the base is ready to register your handset.

Press **OK** to access the menu. Select **5 > Registration** and then **1 > Register**. If successful you are prompted to enter the handset name. Enter the name and press **OK** to save or press and hold **DEL** to leave the menu.

## HOW TO DEREGISTER A HANDSET

Press **OK** to enter the menu and select **5 > Registration** and select **2 > Deregister**. Press **▲** or **▼** to select which handset to deregister. Press **OK** to confirm.

## HOW TO GIVE YOUR HANDSET A NAME

Naming your handset can be useful when adding an extra handset to the base. This way you can easily identify the various handsets when you make internal calls. The name of the handset will be displayed when the telephone is not in use.

To set the name of the handset, press **OK** to enter the menu. Select **2 > Handset Name**. Enter the name and press **OK** to save.

## CALL FORWARDING

If you have more than one handset connected to the base, you can forward a call to another handset. There are two different ways to forward a call:

### CALL FORWARDING AFTER ACCEPT

Call forwarding after accept means that when you forward the call to the other handset, you wait for the person to answer before you terminate the call and thereby forward the call.

When the telephone call is ongoing you can forward the call by pressing the **INT** key. From the list presented in the display you can scroll (or use the number keys) to find the handset you wish to forward the call to. Press **OK** to call an internal party. When your call is answered press  to forward call.

### CALL FORWARDING BEFORE ACCEPT

Call forwarding before accept means that you forward a call without waiting for the person to answer.

With the telephone off the hook, you can forward any calls by pressing the **INT** key. From the list presented in the display you can scroll (or use the number keys) to find the handset you wish to forward the call to. Press **OK** to call an internal party. Press  to forward the call.

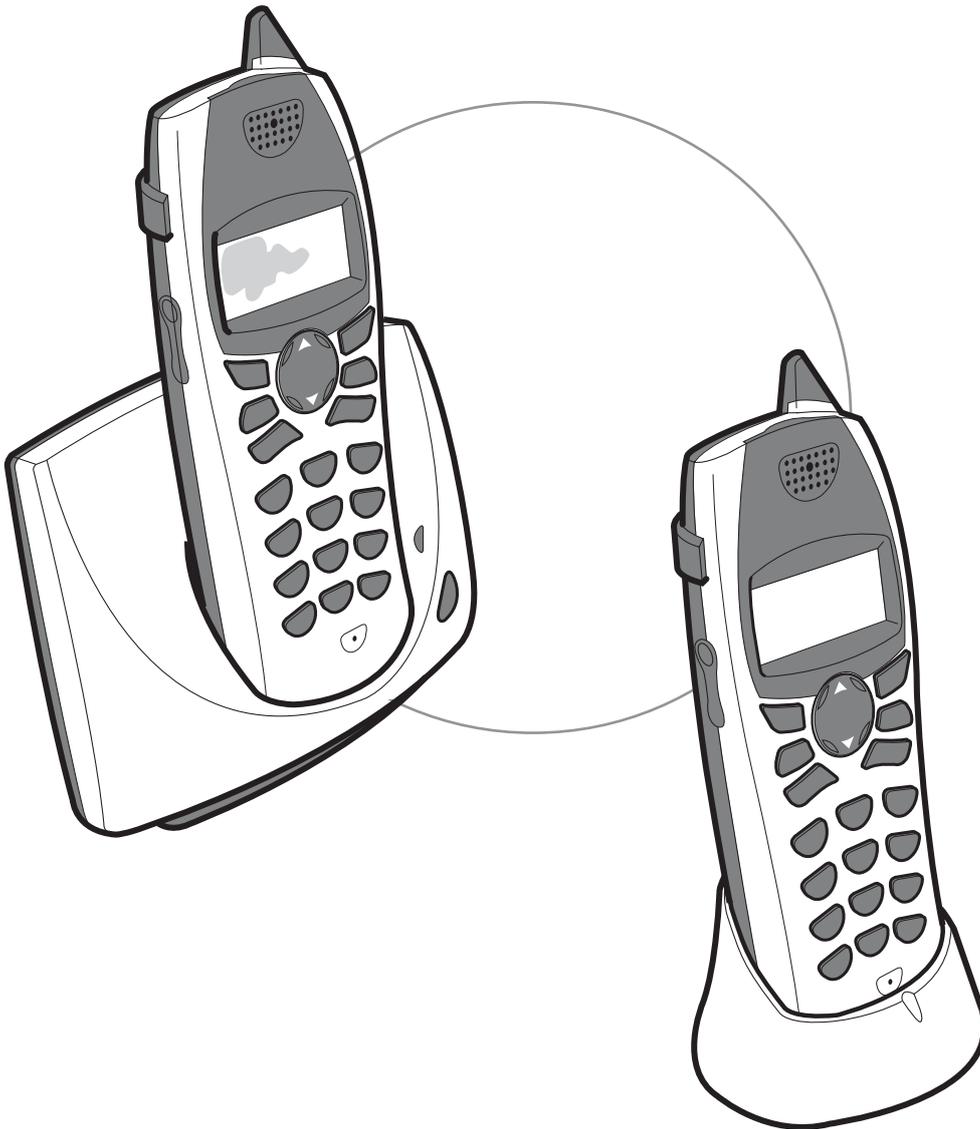
**NOTE:** Once you forward a call to another handset, your own handset will no longer participate in the call.

**NOTE:** If the forwarded call is not answered within 30 seconds you will receive a call back. If the call back is not answered within another 30 seconds the telephone automatically stops ringing.

## INTERCOM

### HOW TO CALL ANOTHER HANDSET

You can make calls between all handsets registered to the same base. Press **INT** and a list of all registered handsets will appear in the display. Use **▲** & **▼** to select the one you wish to call. Press **☎** to place the call.



## CORDLESS DUALPHONE SUITE

With the Cordless DUALphone Suite you can always check the system status.

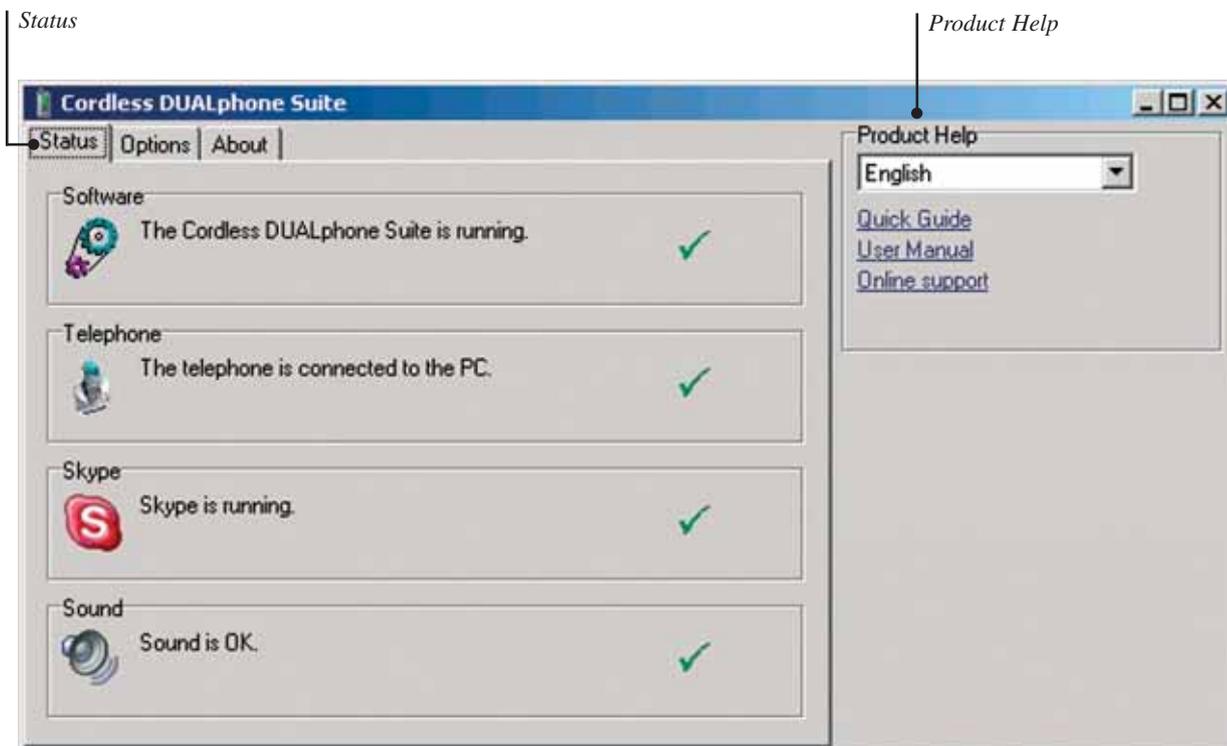
If you experience any problems with the Cordless DUALphone please open the DUALphone Suite programme to by clicking Start/programs and selecting Cordless DUALphone.

### STATUS

The status window shows the current system status of the Cordless DUALphone Suite software and the status of the PC connection.

When all devices in the system are working correctly they are marked with a green tick. Should one or more of the system parts be temporarily out of order they will be marked with a red cross.

(You can try and remove the USB cable from the PC and watch how the green tick changes to a red cross. Please remember to reconnect the USB cable to your PC.)



### PRODUCT HELP

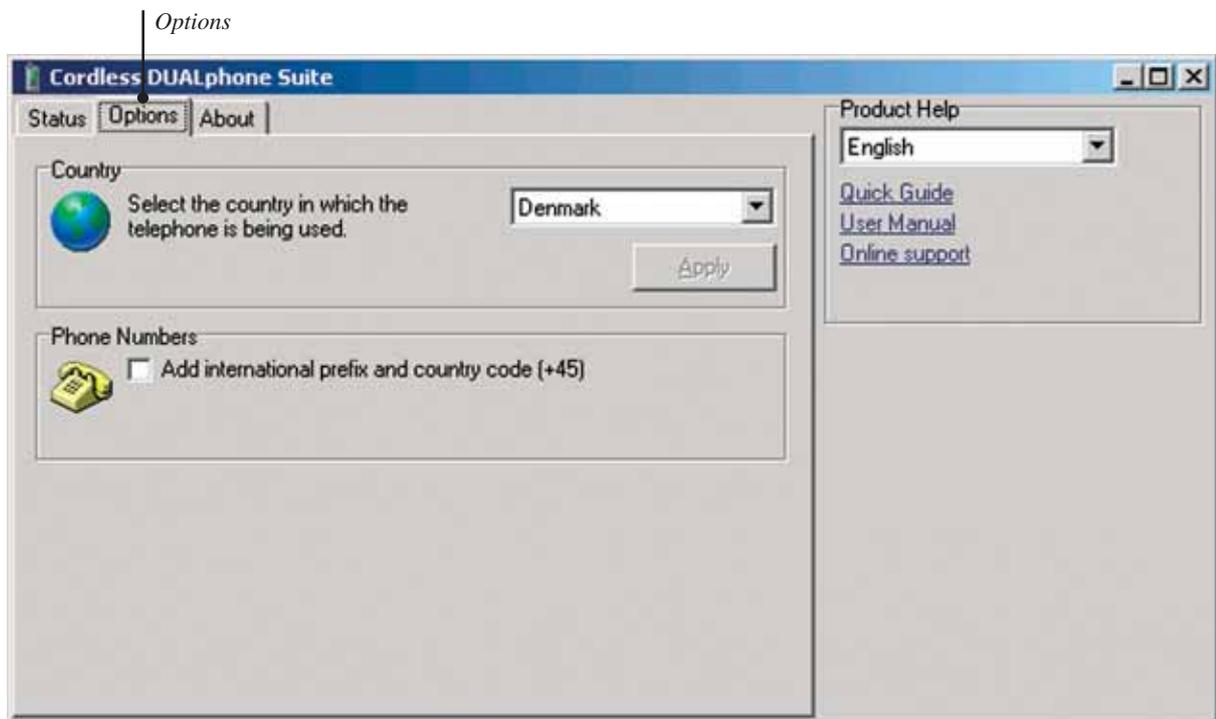
Here you can change the language edition of the Cordless DUALphone Suite and visit designated Internet sites that relate to the product. From the product help menu you can get instant access to software updates and a product FAQ.

Quick access to the User Manual and the Quick Guide is also available.

**NOTE:** You do not need to insert the installation CD ROM to read the manuals.

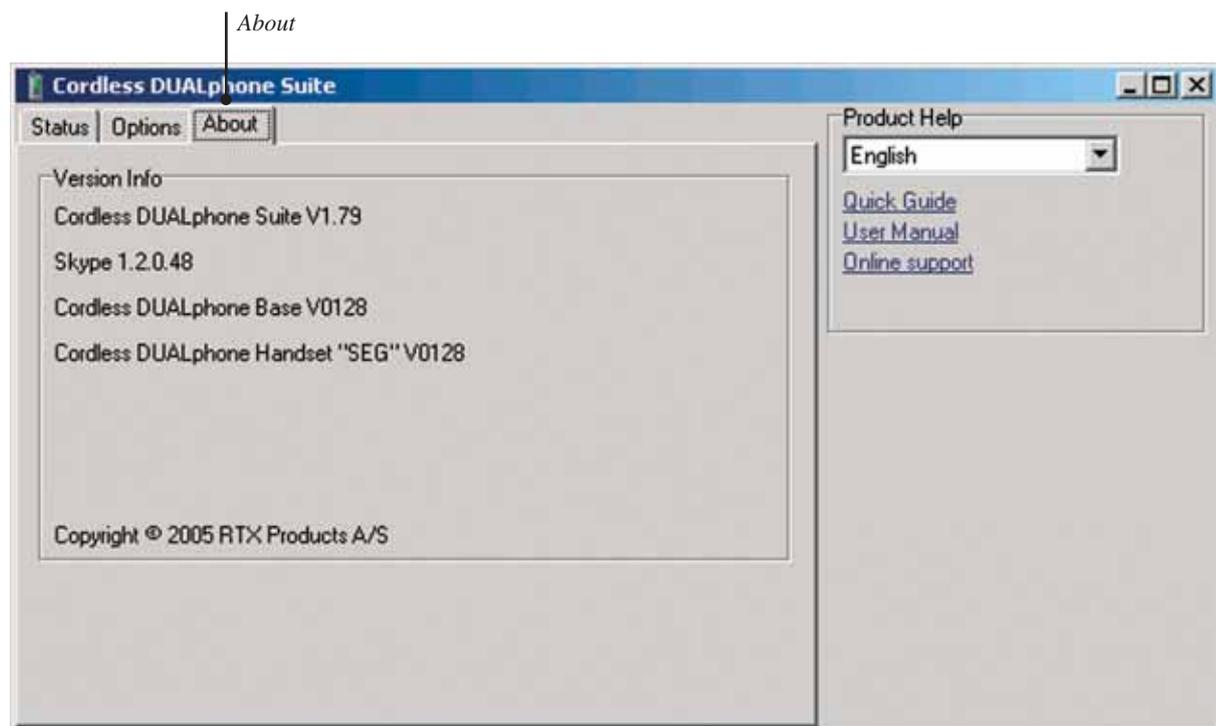
## OPTIONS

In the Options menu you can change the country code for your Cordless DUALphone. The county code in the box will be put in front of all outgoing softphone to landline calls that you make.



## ABOUT

In this section you can view information on which software versions you are currently using.



## CE DECLARATION

This product is manufactured for RTX Products A/S. Please also refer to the introduction, guarantee and safety & warranty information in the Quick Guide and User Manual.

The Cordless DUALphone (Model 9211 IP) and/or Cordless DUALhandset (Model 9210 IP) comply with the requirements of EC directives:

99/5/EC Directive for radio facilities and telecommunication terminals

The presumption of conformity with essential requirements regarding Council Directive 99/05/EC is assured according to:

R&TTE	Directive 99/05/EC	Standard: EN301406
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Additionally, the Cordless DUALphone and/or Cordless DUALhandset are in conformity with the below mentioned directives:

EMC	Directive 89/336/EC	Standard: EN301489
Safety	Directive 77/23/EC	Standard: EN60950
SAR	Directive 99/519/EC	Standard: EN50360
		Standard: EN 50360:2001
		Standard: EN 50385:2001

Due to existing differences between public telecommunication networks in different states, this authentication does not constitute in itself an unconditional guarantee for successful operation of these units on every network terminal point.

Intended use:

The Cordless DUALphone is designed to switch onto the analogue telephone network via the normal telephone socket and USB interface on a PC connected to a broadband connection. The Cordless DUALhandset is an extra handset for connection to the Cordless DUALphone. Any other use is deemed as not intended use. The company does not accept claims resulting from unauthorised alterations or modifications not described in this user manual.

Denmark, Noerresundby, 15-04-2005



Klaus Ahlbeck

RTX Products A/S  
 Stroemmen 6  
 9400 Noerresundby  
 Denmark  
 Telephone: +45 96322300  
 Fax: +45 96322310

## IMPORTANT PRODUCT INFORMATION

### SAFETY INFORMATION

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, 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. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked by placing the product on the bed, sofa, rug, or other similar surface or other surfaces that generate fibers. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation where proper ventilation is not provided.
7. 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.
8. 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.
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. Opening or removing cabinet parts other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the appliance is subsequently used.
11. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
12. 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 liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, because improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
  - E. If the product has been dropped and the cabinet has been damaged.
  - F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use this or any cordless telephone to report a gas leak in the vicinity of the leak.
15. Do not use the telephone in environments subject to explosion hazard (e.g., auto paint shops).
16. Only put the handset of the telephone next to your ear when it is in normal talk mode.
17. This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.
18. There is a slight chance that your product could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord and switch off your computer during an electrical storm.
19. Radio signals transmitted between the handset and the base may cause interference with hearing aids.

**WARNING:**

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR ANY TYPE OF MOISTURE.

- The AC adaptor is used as the main disconnect device, ensure that the AC outlet is located/installed near the unit and is easily accessible.

***Battery Safety Precautions***

Caution! To reduce the risk of fire or injury to persons by the battery, read and follow these instructions:

1. Use only the Nickel Metal Hydride battery pack specified in the owner’s manual (3.6V, 600mAh). Never use other batteries or conventional alkaline batteries.
2. Do not dispose of the battery pack in a fire. The cell may explode. Check the Nickel Metal Hydride battery disposal package insert for disposal instructions.
3. Do not open or mutilate the battery pack. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling the battery 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 pack provided with or identified for use with this product only in accordance with the instructions and limitations specified in the owner’s manual provided for this product.
6. Observe proper polarity orientation between the battery pack and battery charger.
7. Keep the battery pack out of the reach of children.
8. Remove the battery pack if storing the phone for more than 30 days.
9. Batteries must be disconnected and removed from the product before shipment to prevent accidental operation during transport. Any batteries transported with the product must be separately secured and cushioned with any exposed terminals covered to prevent their breakage, leakage, movement within the packaging, or short circuits. Failure to follow these recommendations for shipment may result in serious damage and/or personal injury during transport and may be against the U.S. Department of Transportation (DOT), International Civil Aviation Administration (ICAO), International Air Transport Association (IATA), and/or the International Maritime Organization (IMO) regulations.
10. The rechargeable Nickel-Metal-Hydride batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery’s label for battery type.
11. Contact your local recycling center for proper disposal methods.



**INSTALLATION GUIDELINES:**

1. Read and understand all instructions and save them for future reference.
2. Follow all warnings and instructions marked on the product.
3. Do not install this product near a bath tub, sink, or shower.
4. Operate this phone using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your dealer or local power company.
5. Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
7. Clean this product with a soft, damp (not wet) cloth. Do not use household polish, chemicals or cleaning agents to clean this phone. Never use a dry cloth as this may cause a static shock.
8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.
9. Because cordless phones operate on electricity, you should have at least one phone in your home that is not cordless in case the power in your home goes out.

10. To avoid interference to nearby appliances, do not place the base of the cordless phone on or near a TV, microwave oven, or VCR.
11. Do not expose the unit to direct sunlight.
12. The product may heat up when the batteries are being charged. This is normal. However, it is recommended that the product not be placed on antique/veneered wood to avoid damage.
13. The location of the base unit of the phone should be close to a phone jack, a personal computer, and a continuous power outlet (a continuous power outlet is an AC outlet that does not have a switch to interrupt its power).
14. Keep the base and handset away from sources of electrical noise such as motors or fluorescent lighting.

**Caution:** To reduce the risk of fire, use only No. 26 AWG or larger UL Listed or CSA Certified Telecommunication Line Cord.

**Caution:** To maintain compliance with the FCC's RF exposure guidelines, place the base unit at least 20 cm from nearby persons.

**Warning:** The cords on this product and/or accessories contain lead, a chemical known to the State of California to cause birth defects or other reproductive harm. *Wash hands after handling.*

**SAVE THESE INSTRUCTIONS!**

## FCC AND OTHER INFORMATION

This equipment complies with Parts 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with 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 be connected to a compatible modular jack that is also compliant. See installation instructions for details.

An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual. This equipment may not be used with Coin Telephone Lines or with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

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.

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 and 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 or on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC RF EXPOSURE WARNING

To insure the safety of users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended usage. This product has been tested and found to comply with the FCC's exposure criteria. For body worn operation, the FCC RF exposure guidelines were also met when used with the accessories supplied or designed for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines and should be avoided.

**Caution:** To maintain compliance with the FCC's RF exposure guidelines, the internal antennas used for this mobile transmitter (Base unit) must provide a separation distance of at least 20 cm from all persons. Base and Handset must not be co-located or operating in conjunction with any other antenna or transmitter.

**Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

## RIGHTS OF THE TELEPHONE COMPANY

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practical and the circumstances warrant such action, the telephone company may temporarily disconnect service immediately. In case of such temporary discontinuance, the telephone company must:

1. Promptly notify you of such temporary discontinuance;
2. Afford you the opportunity to correct the situation;
3. Inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

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

## PRODUCT IDENTIFIER AND REN INFORMATION

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ would indicate an REN of 0.3.

The REN is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENs should be five (5.0) or less.

## OTHER NOTES:

- This equipment may not be used on coin service provided by the telephone company.
- Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this cordless phone 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 must be given to the telephone company upon permanent disconnection of your telephone from your line.

## HEARING AID COMPATIBILITY

This equipment is hearing aid compatible as defined by the FCC in 47 CFR Section 68.316.

## HEALTH AND SAFETY INFORMATION FCC

### Exposure to Radio Frequency (RF) Signals

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies:

This EUT has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE Std. 1528-2003 December 2003).

The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and Canada is 1.6W/kg \*(W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in.

### **RF EXPOSURE FCC**

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operation can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. (Body-worn measurements may differ among phone models, depending upon available accessories and FCC requirements). The highest SAR value for this phone when tested for use at the ear is 0.043 W/kg, and when worn on the body is 0.015 W/kg for 1.5cm distance. (Body worn measurements differ among phones depending upon available accessories and the FCC requirements.) While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

For body worn operation, to maintain compliance with FCC RF exposure guidelines, use only accessories that contain no metallic components and provide a separation distance of 15mm (0.6 inches) to the body. Use of other accessories may violate FCC RF exposure guidelines and should be avoided.

### **CORDLESS TELEPHONE PRIVACY**

Cordless telephones are radio devices. Communications between the handset and base of your cordless telephone are accomplished by means of radio waves which are broadcast over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio receiving devices other than your own cordless telephone unit. Consequently, any communications using your cordless telephone may not be private.

### **PROGRAMMING AND TESTING OF EMERGENCY NUMBERS**

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

1. It is recommend that you also write the telephone number on the directory card, so that you can still dial the emergency number manually if the memory dialing feature doesn't work.
2. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.
3. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:

- You must remain on the line and briefly explain the reason for the call before hanging up.
- Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.