SANYO

INSTRUCTION MANUAL

CLT-9922

CLT-9925

CLT-9935

900-MHz Cordless Telephone with Caller ID

IMPORTANT

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

SANYO Canada Inc.

www.sanyocanada.com

INTRODUCTION

Congratulations on your purchase of this Sanyo cordless telephone.

Your Sanyo 900-MHz cordless telephone is a fine-quality home communications product. It is carefully designed and produced by a world leader of consumer and industrial electronics equipment. With proper maintenance and care, it will provide you with years of enjoyment and convenience.

Main Features

900-MHz Technology
Extended Range -The use of 900-MHz frequency band for signal transmission between base and handset means greater communication range compared to conventional 43 – 49 MHz cordless telephones.
Ultra-Low Noise -The high frequency communication has also significantly reduced noise level.
40-Channel Auto/Manual Scan -Your new telephone uses one of 40 channels in the 900-MHz frequency band. It automatically selects a clear channel every time you receive or place a call on the handset.

COMPANDER PLUS Noise Reduction

This fourth generation of the Sanyo's original noise reduction technology now filters out more background noise.

- Caller ID* and Caller ID with Call Waiting*.
  (*Each feature works with your telephone company. A subscription is required.)
- 40-number Caller ID list
- 10-name/number directory
- Lighted keypad (CLT-9935 only)
- 3-line bilingual display
- Ringer on/off switch
- Wall-mountable
- Belt clip (CLT-9925 and 9935 only)

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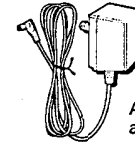
GETTING STARTED

Checking the package contents
Make sure your package includes the items shown here.
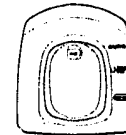
Base Handset

AC adaptor Telephone line cord Belt clip (CLT-9925/9935 only)

Modular jack
To properly connect your phone to your telephone lines, you will need an RJ11 type modular phone jack. If you do not have a modular jack, call your local phone company to find out how to get one installed.

Installation note: Avoid places near electrical equipment such as refrigerators, computers, TVs or fluorescent lamps. These may cause interference or reduce the operating range of the cordless telephone.

Digital Security System
Your cordless phone uses a digital security system to provide protection against false ringing, unauthorized access and charges to your phone line.

When you place the handset in the base, the unit verifies its security code. After a power outage or battery replacement, place the handset in the base for about 20 seconds to reset the code.

INSTALLATION

Connections
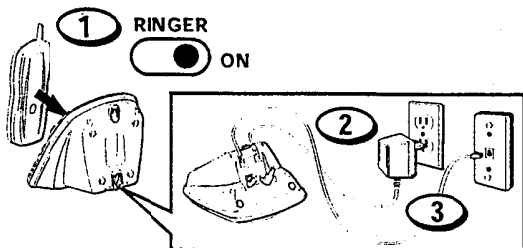
1. Set the **RINGER** switch to **ON** and place the handset in the base.
2. Plug the AC adaptor into the **POWER 9V DC** jack on the bottom of the base and the other end into an electrical outlet. The **VOICE MAIL/CHARGE/ IN USE** indicator lights, verifying the battery is charging.

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

Note: The handset can be charged facing up or down.

Low Battery Warning: When the battery is low you will hear a short beep every 7 seconds.

Important: Do not connect the telephone line to the modular jack until the phone has been charged for 12 continuous hours.
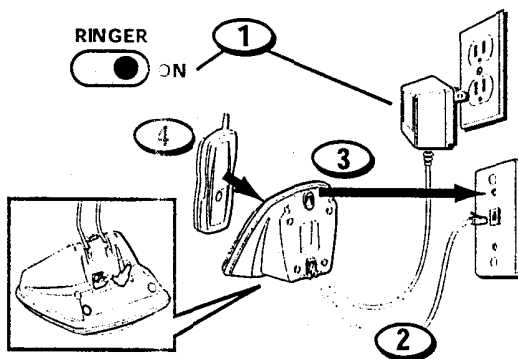
3. Plug the telephone line cord into the **PHONE LINE** jack on the bottom of the base and into a modular jack.

Caution: Use only Sanyo XXXX (TBA) AC adaptor that came with this phone. Using other adaptors may damage the phone.

Note: The phone automatically defaults to touch tone dialing. To change to pulse (rotary) dialing, see *Tone/Pulse Dialing*. If you do not know which type of service you have, check with your telephone company.

Mounting on a wall

Do not attempt to wall-mount the phone before initial 12-hour charging is completed.

1. Follow steps 1-2 above to charge the handset. Wait at least 12 hours.
2. Plug the telephone line cord into the **PHONE LINE** jack on the bottom of the base and the other end into a modular jack.
3. Slip the mounting holes on the bracket over the wall plate posts and firmly slide the base down into place (wall plate not included).
4. Place the handset in the base.

Note: If desired, gather the extra line cord together, and fasten with a wire tie.

INITIAL PROGRAMMING

Before using this telephone three initial program set-ups must be completed:

• **Language selection**
• **Tone/pulse setting**
• **Area code setting** (This is required to use Caller ID service from your telephone company).

Language setting
1. Make sure the phone is off (not in TALK mode).
2. Press **FLASH/PROG** until 1ENG 2FRA 3ESP shows on screen. English is factory set.
3. Use the handset number keys to enter the desired setting. For example, to choose French, press the number 2 key.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

Tone/pulse setting
1. Make sure the phone is off (not in TALK mode).
2. Press **FLASH/PROG** until 1 TONE 2 PULSE shows on screen. Tone is factory set.
3. Use the number keys to enter the desired setting. For example, to choose Tone dialing, press the number 1 key.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

Area code setting
1. Make sure the phone is off (not in TALK mode).
2. Press **FLASH/PROG** until --- SET AREA CODE shows on screen.
3. Use the handset key pad to enter your 3-digit area code.
4. Press **FLASH/PROG** to store selection. You will hear a confirmation tone.

SOS HELP LINE

At Sanyo, fulfilling the needs of our customers is a priority. That's why we created our SOS customer service program that guarantees satisfaction.

NATIONWIDE CUSTOMER SUPPORT

SOS is there to help you. Our friendly and knowledgeable product specialists will quickly answer your questions about setup and use of Sanyo telephone products. Simply call toll free from anywhere in Canada to connect to our no-charge, SOS support and service network:

1-800-263-2244

between 8:30 am - 7:00 pm EST

Or visit our website at **www.sanyoservice.com**, and click the **Customer Relations** button to get access to our FAC's (Frequently Asked Questions) and other helpful features.

STAY-AT-HOME CONVENIENCE

It's a nuisance making another trip to the store when you're stuck. Now with SOS, all that's necessary is a quick call from your home for product assistance.

HASSEL-FREE EXCHANGE

Should your Sanyo telephone require servicing due to a manufacturing defect during the warranty period, SANYO Canada will ship prepaid a replacement unit* within two business days after receiving your defective unit. **Consumers are responsible for the shipping costs of the unit back to Sanyo.**

· For older, non-current models, replacement units may not be available, in which case our regular warranty conditions will apply.
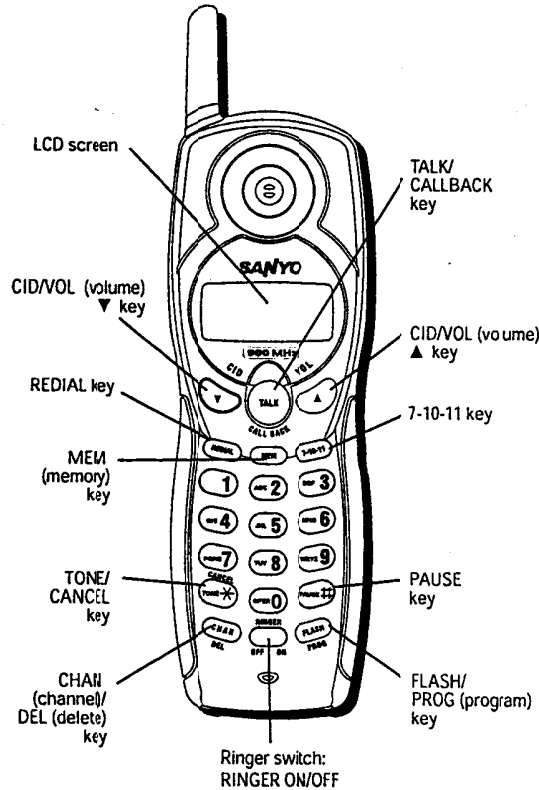
GUARANTEED QUALITY

All SOS replacement sets are checked and serviced by factory-authorized technicians before being sent out. SOS means you never have to worry.

C.O.D. and/or Collect shipments will not be accepted

Unit being returned to Sanyo must include all accessories, ie: owner's manual, battery, adapter, telephone cord, etc., and preferably in original box.

NAMES AND CONTROLS

LCD screen

TALK/
CALLBACK
key

CID/VOL (volume)
▼ key

CID/VOL (volume)
▲ key

REDIAL key

7-10-11 key

MEM
(memory)
key

TONE/
CANCEL
key

PAUSE
key

CHAN
(channel)/
DEL (delete)
key

FLASH/
PROG (program)
key

Ringer switch:
RINGER ON/OFF

BASICS

Receiving a call
1. When the phone rings the screen shows caller information*.
2. Press **TALK**.
   * If you do not subscribe to a caller ID service, there will be no information on display.

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

Volume
While talking, press **CID/VOL** keys (▲ and ▼) to control the receiver volume.

There are four volume levels. Press ▲ to increase the volume level, and press ▼ to decrease. VOL 1 is the lowest level and VOL 4 is the loudest.

Making a call
Press **TALK/CALL BACK** before you dial and press it again to hang up.

Redialing a call
Press talk and then **REDIAL** to redial the last number you dialed (up to 32 digits). If you get a busy signal, and want to keep dialing the number, just press **REDIAL** again (you do not have to turn the phone off and back on).

FLASH key
Use the **FLASH/PROG** key to use special calling services such as Call Waiting or Call Transfer. You must subscribe to these services available through your local phone company.

Tip: Do not use **TALK/CALL BACK** to activate custom calling services or you'll hang up the phone.

VOICE MAIL/CHARGE/IN USE indicator
- Flashes when you have a new voice mail
- Lights when the handset is being charged in the base
- Lights when the handset is in use.
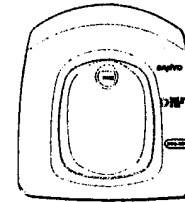
VOICE MAIL/CHARGE/
IN USE indicator

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

This indicator does not work with your answering machine.

NOTE: The phone will only work with an FSK type of VMWI system. It will not work with the Stutter Dial Tone type of VMWI system.

CHAN (Channel) key
Press and release **CHAN/DEL** to advance to the next channel to get rid of static while talking.

Temporary tone
This feature enables pulse (rotary) service phone users to access touch-tone services offered by banks, credit card companies, etc.

1. Call the bank's information line.
2. Press **TONE/CANCEL** after your call is connected.
3. Follow the voice instructions to complete your transaction.
4. Hang up when finished. The phone returns to pulse (rotary) service.

CANCEL key
Press **TONE/CANCEL** to cancel any command you initiated.

Handset locator
This feature helps to locate a misplaced handset. Press **PAGE** on the base. The handset beeps continuously for about two minutes or until you press any key on the handset. Press **PAGE** to cancel.

Note: The **RINGER** switch does not have to be **ON** for this feature to work.

CALLER ID FEATURES

Time   Date   New call

10:15ᴬᴹ12/18 NEW CALL#34
1-416-555-2222
ALICE JODOIN
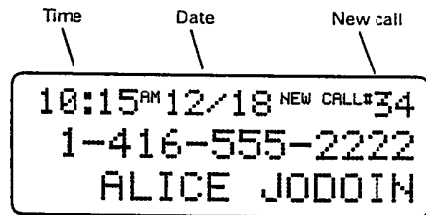
This phone receives and displays caller's information when you subscribe to a Caller ID service from your telephone company. This information can include the phone number, date, and time; or the name, phone number, date, and time. The phone can store up to 40 callers for later review.

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

- Press **FLASH/PROG** to put the first caller on hold and answer the incoming call.

IMPORTANT: In order to use the Caller ID functions with this phone, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. Services may vary by region. Contact your phone company.

Caller ID list
When you receive a call, the information is transmitted by the phone company to your Caller ID telephone between the first and second ring and then stored in the Caller ID memory.

When the memory is full, a new call automatically replaces the oldest call in memory. NEW appears on screen for calls received that have not been reviewed. REPT indicates that a new call from the same number was received more than once.

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

- Press the **CID/VOL** ▲ to scroll through the list from the most recent to the oldest.
- Press the **CID/VOL** ▼ to scroll through the list from the oldest to the most recent.

Dialing a Caller ID number
1. Make sure the phone is off (not in TALK mode).
2. Use the **CID/VOL** keys to display the desired Caller ID entry.
3. Press **TALK/CALLBACK**. The number is dialed automatically.

Transferring Caller ID entries to the directory
You can transfer up to 10 Caller ID entries to your phone's directory.

1. Use the **CID/VOL** keys to scroll to the call entry you want to transfer to the directory.

   Note: Before transferring a caller ID number, make sure the number appears in proper digits for your dialing area. If not, change it using the **7-10-11** key. For example, if the caller ID number appears 1-416-222-5555 but it is not a long distance number, press the **7-10-11** key until it shows 416-222-5555 (without 1).

   ### Caller ID number display
   The **7-10-11** key lets you select how many digits of the number to be displayed.

   7 7-digit telephone number.
   10 3-digit area code + 7-digit telephone number.
   11 Long distance code 1 + 3-digit area code + 7-digit telephone number.

   - Use the **CID/VOL** keys to scroll to the phone number you want to store or call back.
   - Press the **7-10-11** key to change to the required number of digits.

2. Press **MEM**.
3. Press the desired memory location number. Example: press number **1** key to store the caller in location 1.
4. Press **MEM** again. You will hear a confirmation tone.

To replace a name/number stored in the directory with a new call entry:

1. Repeat steps 1 through 3.

2. Press **MEM** and REPLACE MEMO? shows on screen.

3. Press **TONE/CANCEL** to exit, or press **MEM** again and the new call entry number replaces the current name/number in that memory location. You will hear a confirmation tone.

Deleting Caller ID list entry
Use the **CHAN/DEL** key to erase the name/number currently shown on screen or entire Caller ID list.

Deleting the displayed entry

1. Make sure the phone is off (not in TALK mode).

2. Use the **CID/VOL** keys to display the desired Caller ID entry.

3. Press **CHAN/DEL**. The screen shows DELETE?

4. Press **CHAN/DEL** again to erase the displayed data. You will hear a confirmation tone. The screen shows DELETED. Then the next Caller ID entry shows on screen.

Deleting entire Caller ID list

1. Make sure the phone is off (not in TALK mode).

2. Use the **CID/VOL** keys to display any Caller ID entry.

3. Press and hold **CHAN/DEL** until the phone beeps and DELETE ALL? shows on the screen.

4. Press **CHAN/DEL** again to erase entire list. You will hear a confirmation tone, and NO CALLS appears

DIRECTORY

Store up to 10 names/numbers in the directory for quick dialing. The number can be up to 24 digits. The name can be up to 15 characters. This directory feature is in addition to the 40 Caller ID list.

Storing a name/number in the directory
1. Make sure the phone is off (not in TALK mode).
2. Press **MEM**.
3. Press the desired memory location (0 through 9).
4. Press **MEM** again.
   The screen shows ENTER NAME.

   Note: If you do not want to enter the name, skip step 5.

5. For example, to enter the name Alice Roy:
   Press the **2** key once for the letter A
   Press the **5** key three times for the letter L
   Press the **4** key three times for the letter I
   Press the **2** key three times for the letter C
   Press the **3** key twice for the letter E
   Press the **1** key to insert a space between the letter E and R.
   Continue to enter the letters of the last name.

   Note: If you enter a wrong letter, press **CH/DEL** to backspace.

6. Press **MEM** to save the name.
   The screen shows ENTER TEL NUMBR.
7. Use the number keypad to enter the telephone number you want to store (up to 24 digits).
8. Press **MEM** again to store the number.
   You will hear a confirmation tone.

Changing a stored name/number
1. Repeat steps 1 through 7 in *Storing a name/number in the directory*.
2. Press **MEM** and REPLACE MEMO? shows on screen.
3. Press **TONE/CANCEL** to exit, or press **MEM** to replace the current number with a new number. You will hear a confirmation tone.

Storing last-dialed number
1. Repeat steps 1 through 6 in *Storing a name/number in the directory*.
2. Press **REDIAL**.
3. Press **MEM** to store the number. You will hear a confirmation tone.

Making calls from the directory
1. Make sure the phone is off (not in TALK mode).
2. Press **MEM**.
3. Use the **CID/VOL** keys to scroll through directory until the desired name is shown.
4. Press **TALK/CALLBACK**. The number is dialed automatically.
- or -
1. Press **TALK/ CALLBACK**.
2. Press **MEM**.
3. Press number (0 – 9) for the desired memory location.
   The number is dialed automatically.

Inserting a pause in the dialing sequence
Press **PAUSE** twice within one second to insert a delay in the dialing sequence of a telephone number when a pause is needed to wait for a dial tone. For example after you dial 9 for an outside line, or to wait for a computer access tone. P shows on screen. Each pause counts as 1 digit in the dialing sequence.

Reviewing and deleting directory contents
1. Press **MEM**, then use the **CID/VOL** keys to view the directory.
2. While the desired entry is displayed, press **CHAN/DEL** key
   The screen shows DELETE?

3. Press **CHAN/DEL** again to delete the entry.
   DELETED shows on screen.

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

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

1. Make sure the phone is on.
2. Press **MEM** and then press **7**.
3. When you hear the access tone, press **MEM** again and then press **8**.
4. At the next access tone, press **MEM** and then **9**.

TIP Wait for the access tones between pressing **MEM**, or your call might not go through.

HEADSET AND BELT CLIP

(CLT-9935 and CLT-9925 only)

Headset connection
(Headset not included)
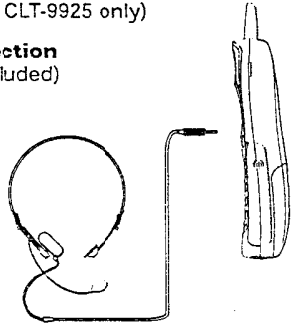
For hands free conversation, connect any standard shielded headset with a 2.5-mm plug (not included) to the **HEADSET** jack as shown. The handset receiver and microphone are disabled when the headset is connected.

* Press **TALK/CALLBACK** to answer or place a call before using the headset.

Belt clip installation
* Attach the belt-clip by inserting the clip into the slots on the side of the handset. Snap the ends of the belt clip into place.
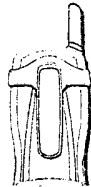
CHANGING THE BATTERY

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

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

For a replacement battery, please contact your place of purchase or fill out the attached order form and mail it.

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

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

1. Slide off the battery compartment cover.
2. Disconnect the battery plug from the jack in the compartment and remove the battery pack.
3. Insert the new battery pack and connect the cord into the jack.
4. Put the battery compartment cover back on.
5. Place handset on the base to charge.
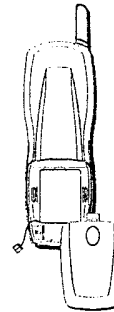
Note: If the handset battery is removed for more than 5 minutes, the directory memory and Caller ID memory will be erased.

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

Caution: To reduce the risk of fire or personal injury, use a 3.6V, 600 mAh battery. Replacement part number: 3SN-A 60-S-J1 AA.

Power Failure
During the period that the power is off, you will not be able to make or receive calls with the telephone.

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

LCD SCREEN MESSAGES

The following messages show the status of a call or of the phone.

INCOMPLETE DATA

Caller information has been interrupted during transmission or the phone line is excessively noisy.

ENTER NAME

Prompt telling you to enter the name for one of 10 directory locations.

ENTER TEL NUMBR

Prompt telling you to enter the telephone number for one of 10 directory locations.

DELETE?

Prompt asking if you want to erase an entry in the Caller ID list or directory.

DELETE ALL?

Prompt asking if you want to erase Caller ID list.

DELETED

Prompt confirming the Caller ID/Directory entry is erased.

END OF LIST

Indicates that there is no additional information in Caller ID list.

NEW

Indicates new caller(s) in the Caller ID list.

UNKNOWN NAME/CALLER/NUMBER

The incoming call is from an area not serviced by Caller ID or the information was not sent.

PAGING

The **PAGE** key is pressed on the base.

BLOCKED CALL

The caller has blocked name/number from transmission.

BLOCKED NAME

> The caller's name is blocked from transmission.

REPT

> Repeat caller. Indicates that a new call from the same number was received more than once.

NO DATA

> No Caller ID information was received.

EMPTY

> Indicates a memory location is vacant.

NO CALLS

> Indicates no Caller ID entry received.

MESSAGE WAITING

> This appears for 60 seconds when you have just received a new voice mail. This message only appears if you subscribe to an answering service with your telephone company.

MSG WAITING OFF

> Appears when Voice Mail has been reviewed.

SOUND SIGNALS

Signal:	Meaning
A long warbling tone:	Signals an incoming call (with ringer on)
Two long beeps:	Confirmation tone
One short and one long beep:	Page signal
One short beep every 7 seconds:	Low battery warning

TROUBLESHOOTING

CALLER ID

No Display on screen
- Is battery fully charged? Try replacing the battery. Make sure the battery is properly installed and connected.
- Make sure that the phone is connected to a non-switched electrical outlet. Disconnect the phone from the outlet and plug it in again.
- Did you subscribe to Caller ID service from your local telephone company?

Caller ID Error Message
- The phone displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.

VOICE MAIL/CHARGE/IN USE indicator flashes
- When you subscribe to a voice mail service from your phone company, the **VOICE MAIL/CHARGE/IN USE** indicator on the base flashes when the phone is not in use to indicate there is a voice mail waiting. It stops flashing after the voice mail has been reviewed.

TELEPHONE

No dial tone
- Check all connections:
- Is the AC adaptor connected to a working outlet?
- Is the telephone line cord connected to the base and the wall jack?
- Disconnect the base from the wall jack and connect another phone to the same jack. If there is no dial tone in the second phone, the problem might be your wiring or local service.
- Is the handset out of range of the base?

- Make sure the battery is properly charged (12 continuous hours).
- Is the battery pack installed correctly?
- Does the handset beep when you press **TALK/CALL BACK**? The battery may need to be charged.

Dial tone is OK, but cannot dial out
- Make sure the tone/pulse setting is programmed correctly.

Handset does not ring
- Make sure the **RINGER** switch on the handset is turned to **ON.**
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for *No dial tone.*

You experience static, noise or fading in and out
- Change channels,
- Is handset out of range? Move closer to the base.
- Does the base need to be relocated?
- Charge battery.
- Make sure base is not plugged into an outlet with another household appliance.

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

Dialing from directory
- Did you program the memory locations of directory?
- Did you follow proper dialing sequence?
- Make sure the tone/pulse setting is programmed correctly.
- Did you reprogram directory after power outage or battery replacement?

RECYCLING NICKEL-CADMIUM BATTERIES

NICKEL-CADMIUM BATTERIES MUST BE DISPOSED OF PROPERLY

Please take your used battery pack to a store that recycles Ni-Cd batteries.

MAINTENANCE

To keep your telephone working, follow these guidelines:

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

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