RCA

DECT 6.0
Multi-Handset
Cordless Phone
Answering System
User's Guide

BC

Please read this manual before operating product for the first time.

Visit the RCA web site at www.rca4phones.com

Model 2162/2162-2/2162-3/2162-4

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1 Notification to the Local Telephone Company
On the bottom of this equipment is a label indicating, among other information, a product identifier in the format US:AAAEQ##TXXXX and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.
The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.
A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notes
- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

US Number is located on the cabinet bottom.
REN Number is located on the cabinet bottom.

2 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 practicable and the circumstances warrant such action, the telephone company may temporarily discontinue 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; and (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 communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules and the Industry Canada licence-exempt RSS standard(s). 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.

Visit the RCA web site at www.rca4phones.com

Please do not send any products to the Indianapolis address listed in this manual or on the carton. This will only add delays in service for your product.

2162
Printed in China
15-10

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. Privacy of Communications may not be ensured when using this product. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402.Please specify stock number 004-000-00345-4 when ordering copies.
Notice : The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hearing Aid Compatibility (HAC)

This telephone meets FCC standards for Hearing Aid Compatibility.
FCC RF Radiation Exposure Statement
This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.
Information for DECT Product
This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM.Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-42 9-8826.

DECT 6.0 INTERFERENCE FREE COMMUNICATION

Industry Canada (I.C.) Notice

This product meets the applicable Industry Canada technical specifications.
Le présent materiel est conforme aux specifications techniques applicables d'Industrie Canada."
The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.
L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5."
This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.
This device complies with Industry Canada licence-exempt RSS standard(s).
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.
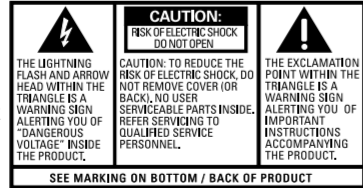
IMPORTANT SAFETY INSTRUCTIONS

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:
- Do not use this product near water for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord and battery indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
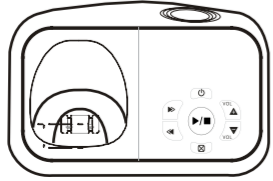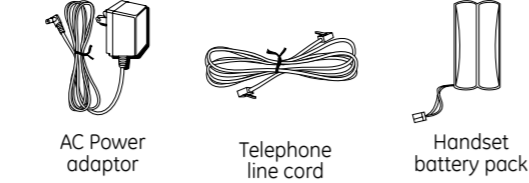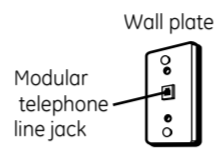
SAVE THESE INSTRUCTIONS

IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN.

THE LIGHTNING FLASH AND ARROWHEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.

SEE MARKING ON BOTTOM / BACK OF PRODUCT

Before You Begin

Base

Battery compartment cover

Handset

Parts Checklist (for 2162 single handset model)
Make sure your package includes the items listed here.
For **Model 2162-2** there will be **ONE** additional handset, charge cradle, battery pack and cover than shown above.
For **Model 2162-3** there will be **TWO** additional handsets, charge cradles, battery packs and covers than shown above.
For **Model 2162-4** there will be **THREE** additional handsets, charge cradles, battery packs and covers than shown above.

Telephone Jack Requirements

To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.

Wall plate
Modular telephone line jack

Installation

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

INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave oven, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.
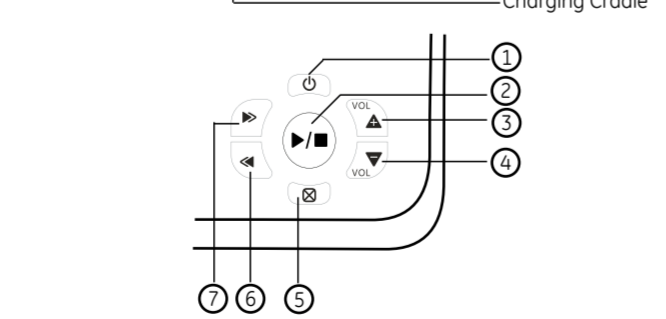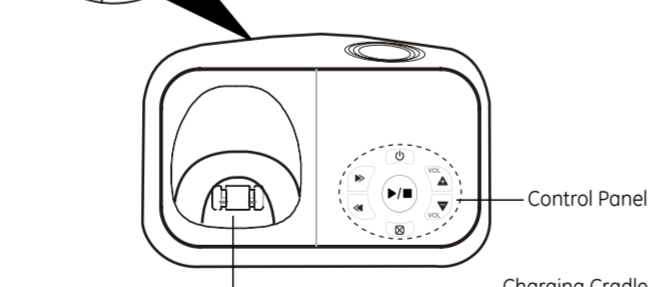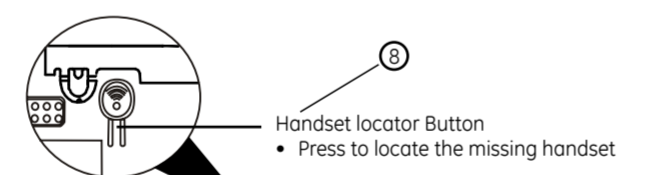Certain other communications devices may also use the 1.9GHz DECT frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9GHz DECT frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.

Important safety instructions
- Use only the power supply listed in the user instructions.
- Use only the batteries listed in the user instructions.
- Do not allow the charging contacts or the battery to come into contact with metal objects.
- Do not open the handset, base station or charger as you could be exposed to high voltages.
- Do not allow the charger to come into contact with liquids.
- Risk of explosion if battery is replaced by an incorrect type.
- Dispose of used batteries according to the instructions.
- Always use the cables provided with the product.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- This equipment is not designed to make emergency calls when the power fails. An alternative has to be made available to allow emergency calls.
- Do not expose the phone to excessive heat caused by heating equipment or direct sunlight.
- Do not drop your phone or allow objects to fall on your phone.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives as these may harm the set.
- Do not use the product in places where there are explosive hazards.
- Do not let small metal objects come into contact with the product. This can deteriorate audio quality and damage the product.
- Active mobile phones in the vicinity may cause interference.
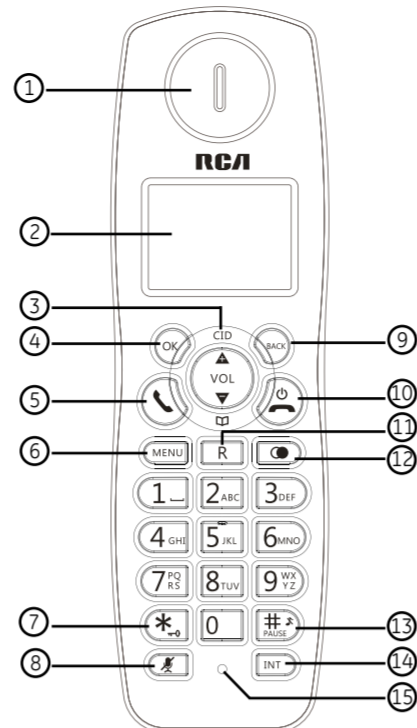- Metallic objects may be retained if placed near or on the handset receiver.

Base Unit Overview

CID Version

Handset locator Button
- Press to locate the missing handset

Control Panel

Charging Cradle

1. Answer ON/OFF Button
   - Press to switch the answering machine on/off.
2. ►/■ Play/Stop Button
   - Press to play or stop message playback.
3. ▲ Vol UP Button
   - Press to increase speaker volume.
4. ▼ Vol Dwon Button
   - Press to decrease speaker volume.
5. Del (Delete) Button
   - Press to delete current message, long press to delete all read messages.
6. REPEAT Button
   - Press to skip to the next message.
7. SKIP Button
   - Press to go back to the previous message or replay the current message.
8. Page Button
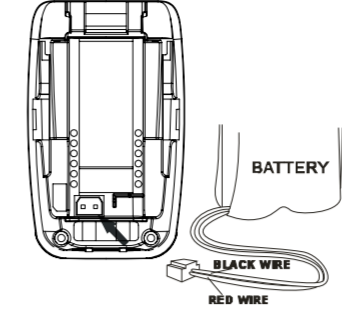   - Press to find handset

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Handset Overview

1. Earpiece
2. Display
3. (Up) / Calls Button
   - Press to increase volume and view CID.
   (Down) / (Phonebook) Button
   - Press to decrease volume and access Phonebook.
4. OK Button
   Press to confirm your operation
5. Talk Button
   - Press to make a call and to receive a call.
6. Menu Button
   - Press to access to main menu.
7. */Key Lock) Button
   Press to insert a * when dialing
   - Long press to activate or deactivate the key lock.
8. Mute Button
   - Press to mute the microphone and press again to un-mute.
9. Back Button
   - Press to cancel a menu entry.
   - Press to backspace the digit(s) or character(s).
   - Press and hold to toggle between handset name and date/time in idle mode.
10. (End) / (On/Off) Button
    - Press to end a call.
    - Press and hold to turn the handset on/off.
    - Press to exit the menu/operation.
11. R (Flash) Button
    - Press to flash the phone line.
12. Redial Button
    - Press to enter redial list and dial the recent number.
13. #/ (Ringer ON/OFF) Button
    - Press to insert a pause.
    - Long press to turn the ringer on/off.
14. Int Button
    - Press to make a intercom call.
    - Press to make a conference call.
15. Microphone

Display Icons and Symbols

OK ▲▼ BACK

Icon	Name	Behaviour	Description
	Battery	1. Steady on	Displayed steady for capacity indication (Full = more than 1 hour talk time remains);
		2. Blinking	Animating when battery is being charged or when it remains less than 1 hour talk time When battery is discharge (few minutes talk time remain), associated with battery low icon.
	Phone	1. Blinking	Blinking when receiving incoming call;
		2. Steady on	Steady ON during a call
	SMS / MMI	1. Blinking	Blinking when new VMWI (CID icon is also blinking) or new SMS
		2. Steady on	When there are old received SMS messages in the SMS box
		3. Off	No VMWI and no SMS in the SMS box
	Call log	1. Blinking	when there is new VMWI in call log
		2. Steady on	There are new records in the call log or when the user is reviewing the new call log.
		3. Off	When call log empty, or there are old records in the call log, call log icon will be off
	Phonebook	Steady on	Turns on during phonebook review mode.
	Alarm	Steady on	Turn ON when alarm is activated
	Ringer Off	Steady on	Display when ringer volume is set off
	TAM	1. Blinking	1. Blinking (1 sec ON / 1 sec OFF) when there is new TAM message(s) 2. Fast blinking (0.5sec ON / 0.5 sec OFF) when TAM is full
		2. Steady on	Steady ON when TAM is on
		3. Off	TAM off
	Antenna	1. Blinking	Blinking when handset is out of range or not subscribed
		2. Steady on	Steady ON when handset is linked with base
	Digits on right	Steady on	Turns on when there is more digit(s) on the right for display.
	Downward	Steady on	Turns on when there is more menu option(s)Turns on when there is more phonebook or CID record(s) for viewing during phonebook or CID review mode.Turns on during call to indicate that the audio level can be reduced
	Upward	Steady on	Turns on when there is more menu option(s)Turns on when there is more phonebook or CID record(s) for viewing during phonebook or CID review mode.Turns on during call to indicate that the audio level can be increased
OK	OK	Steady on	Turns on when confirmation of selection or programming is available
BACK	Back	Steady on	Turns on during phonebook editing mode to cancel the last digit.Turns on during menu mode when user is allowed to go back to the previous state or previous step.

Installing the Phone
Installing the Handset Battery
NOTE: You must connect the handset battery before use. Nickel metal Hydride battery (Ni-MH) battery (Brand name: CORUN Ni-MH AAA300 or GREPOW AAA300mAh 300mAH NiMH 2.4V rechargeable batteries), that is compatible with this unit.

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1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
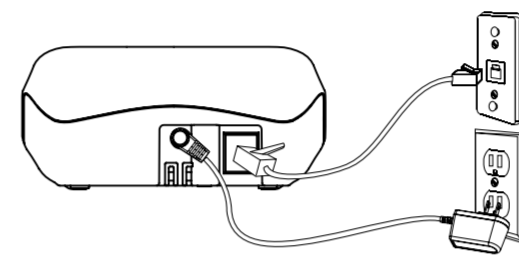2. Locate the battery compartment on the back of the handset.
NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.

3. Plug the battery pack cord into the jack inside the compartment.
4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

Base Station
1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.

2. Plug one end of the telephone line cord into the **TEL LINE** jack on the back of the base and the other end into a modular jack.
3. Plug the AC power converter into the electrical outlet and the DC connector into the jack on the back of the base.
4. Place the handset in the base cradle. The battery icon on the LCD blinking, verifying the battery is charging.
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.
CAUTION: To reduce risk of personal injury, fire, or damage use only the power adaptor (Tenpao: S003GU0600050 or S003GB0600050 input AC 100-240V ~50-60Hz, output DC 6V/500mA) listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

Operation

Switching ON/OFF
Press and hold the [ ] button for more than 2 seconds to switch on/off the handset in idle mode.
To Lock/Unlock the Keypad
Press and hold the [ ] button for 1 second to lock/unlock the keypad in idle mode.
Set Time and Date
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **CLOCK&ALARM** and then press the **OK** button to select.
3. Press the **OK** button to select **DATE/TIME**. The last stored date is displayed. Enter the current date (**YY-MM-DD**), press the **OK** button, then enter the time (**HH-MM**).
4. Press the ▲ or ▼ buttons to select **AM** or **PM** (if the time is in **12 HOURS** format) and then press the **OK** button to confirm. The unit will make an audible tone to confirm.
When the handset is **OFF**, it cannot be used for making calls including emergency calls. There will be no ringing during an incoming call. To answer a call, you will need to switch it back on. It may take some time for the handset to re-establish a radio link with the base unit. Incoming calls can still be answered even if the keypad is locked.
If you subscribe to the Caller Display service, the time and date will be set automatically when you receive a call, but you may still need to set the correct year.
Change your Handset's Name
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PERSONAL SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **HANDSET NAME** and then press the **OK** button to select. The current handset name is displayed.
4. Press the Back or [ ] buttons to delete the characters one by one. Enter the new name (maximum 10 characters) and then press the **OK** button to confirm. The unit will make an audible tone to confirm.
Change the Display Language
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PERSONAL SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **LANGUAGE** and then press the **OK** button to select.
Once the display language is set, the option menus on the handset will switch to display in the selected language immediately.

Using Your Phone

Make a Call
Pre-dialing
Dial the number (maximum 24 digits) and then press the Talk button.
Direct Dialing
Press the Talk button to take the line and then dial the number.
Call from Redial List
1. Press the Redial button in idle mode.
2. Press the ▲ or ▼ buttons to an entry in the redial list and then press the Talk button.
Call from the Call Log
1. Press the Calls button in idle mode.
2. Press the ▲ or ▼ buttons to an entry in the call list and then press the Talk button.
Call from the Phonebook
1. Press the [ ] button in idle mode.
2. Press the ▲ or ▼ buttons to an entry in the phonebook and then press the Talk button.

Answer and End a Call
1. When the phone rings, press the [ ] button.
2. To end a conversation, press the [ ] button.
You need to subscribe to Caller Line Identification service to be able to see the caller's number or name in the call log.
- When the handset rings during an incoming call, please do not hold the handset too close to your ear as the volume of the ringing tone may damage your hearing.
- You can simply place the handset back on its base station or charging cradle to end a call. Make sure that you have not deactivated the auto hang-up feature.

Adjust the Earpiece Volume
During a call, press the ▲ or ▼ buttons to select from **VOLUME 1** to **VOLUME 5**.

Mute/Un-mute Microphone
1. When the microphone is muted, the handset displays **MUTE ON**, and your caller cannot hear you.
2. During a call, press the **Mute** button to turn on/off the microphone.

Paging
1. The paging feature enables you to locate a missing handset if the handset is in range and contains charged batteries.
2. Press the Handset Locator Button located at the back of the base unit. All the registered handsets will start to ring.
3. Once retrieved, press any button on the handset or the Handset Locator Button again to end the paging.

Call Waiting
If you have subscribed to Call Waiting service, the earpiece will emit an audible tone to inform you that there is a second incoming call. The number or name of the second caller will also be displayed on your phone if you have subscribed to Caller Line Identification service (CLI). Please contact your network provider for more information about this service.

Private Phonebook
Your phone can store up to 50 phonebook memories. Each phonebook entry can have a maximum of 24 digits for the phone number and 12 characters for the name.

Enter Characters
When you select a field in which you can enter text, you can enter the letters that are printed on the keys by pressing the relevant key once or several times.
For example, press the "2" button once to insert the letter "A" press it twice to insert the letter "B", and so on... Spaces and other symbols can be entered using the "1" or "0" buttons.

Store a Contact in the Phonebook
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PHONEBOOK** and then press the OK button to select.
3. Press the **OK** button to select **DATE/TIME**. The last stored date is displayed. Enter the current date (YY-MM-DD), press the OK button, then enter the time (HH-MM).
4. Press the ▲ or ▼ buttons to select **AM** or **PM** (if the time is in **12 HOURS** format) and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Caller Display (Network Dependent)
To receive Caller ID you may head to contact your telephone service provider, and they will inform you also of any charges for it. Caller ID lets you see the phone numbers of your callers on the handset display, before you answer and in your Call Log afterwards. The Call Log stores the last 10 external calls, whether or not you answered the call, so you can call them back later.
- You cannot store a new phonebook entry when the memory is full. In this case, you have to delete existing entries to make space for new entries.
- When storing the number, enter the full number including the STD (area) code if you subscribe to caller display, otherwise it will not display the name when there is an incoming call.

Access Phonebook
1. Press the [ ] button in idle mode to browse the phonebook entries. Alternatively, you can press the Menu button, to display **PHONEBOOK** and then press the **OK** button to select.
2. Press the or buttons to select **LIST** and then press the **OK** button to confirm. The phonebook entries will be listed in alphabetical order, and you can press ▲ or ▼ buttons to scroll through the stored entries.
3. Press the **OK** button to view the details of the selected entry.

Modify a Phonebook Entry
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PHONEBOOK** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **EDIT ENTRY** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to an entry to edit and then press the **OK** button. The current name is displayed. Edit the name and then press the **OK** button to confirm.
5. Edit the number and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Delete a Phonebook Entry
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PHONEBOOK** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **DELETE** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to an entry to delete and then press the **OK** button.
5. Press the **OK** button again to confirm. The unit will make an audible tone to confirm.
Instead of pressing the ▲ or ▼ buttons to browse the phonebook entries, you can press the numeric key corresponding to the first letter of the entry you wish to locate. For example, pressing "2" will show the entries starting with "A". Pressing "2" again will show the entries starting with "B", and so on...

Delete all Entries from the Phonebook List
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PHONEBOOK** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **DELETE ALL** and then press the **OK** button to select.
4. Press the **OK** button again to confirm. The unit will make an audible tone to confirm.

Answer Machine Operation By Handset
You can use the answer machine menu on the handset to access and change the settings for all the answering machine functions.

Turn the Answering Machine On or Off
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **ANSW. ON/OFF** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **ON** or **OFF** and then press the **OK** button to confirm.
5. The unit will make an audible tone to confirm. Press the [ ] button to go back to idle mode.

The Outgoing Message
The telephone is supplied with two predefined outgoing messages (OGM) used for the different answer modes.
There are 2 answer modes available: "Answer Only" and "Answer & Record".
By default, the answer mode is **ANSW.&RECORD**, which allows a caller to leave a message on the answering machine. This can be changed to ANSWER ONLY mode, which does not allow callers to leave any messages on the answering machine.
- You can also turn the answering machine on or off by pressing the **ON/OFF** button on the base unit.
- If the answering machine is turned off and the master PIN is still set at its default 0000, the answering machine will not answer to any

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OK button to select. The display shows the currently stored name or **ENTER NAME** if there is no number stored. Edit or enter the name you want and then press the OK button. The display shows the currently stored number or **ENTER NUMBER** if there is no number stored. Edit or enter the number you want and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Delete Direct Access Memory
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PHONEBOOK** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **DIRECT MEM.** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **KEY 1** or **KEY 2** and then press the **OK** button. The stored name is displayed (or **NO NUMBER** if it is already empty).
5. Press the Menu button to enter the direct memory menu.
6. Press the ▲ or ▼ buttons to select **DELETE** and then press the **OK** button to select. Press the **OK** button again to confirm. The unit will make an audible tone to confirm.

Using the Redial List
The redial list stores the last 5 numbers dialed. A maximum of 24 digits can be displayed for each entry.

Access Redial List
1. Press the **Redial** button in idle mode and press the ▲ or ▼ buttons to browse the redial list. The last number dialed will appear first in the redial list.
2. Press the **OK** button to view the details of the selected entry.

Save a Redial Number into the Phonebook
1. Press the **Redial** button in idle mode to go to the redial list.
2. Press the ▲ or ▼ buttons to select an entry.
3. Press the **Menu** button to display **SAVE NUMBER**, then press the OK button to display **ENTER NAME**. Enter the name of the contact (maximum 12 characters) and then press the **OK** button to save the entry, and return the display to the redial list.

Delete a Redial Number
1. Press the **Redial** button in idle mode to go to the redial list.
2. Press the ▲ or ▼ buttons to select an entry and then press the Menu button.
3. Press the ▲ or ▼ buttons to select **DELETE** and then press the **OK** button to select.
4. Press the **OK** button again to confirm. The unit will make an audible tone to confirm.

Delete the Redial List
1. Press the **Redial** button in idle mode to go to the redial list.
2. Press the **Menu** button.
3. Press the ▲ or ▼ buttons to select **DELETE ALL** and then press the **OK** button to select.
4. Press the **OK** button again to confirm. The unit will make an audible tone to confirm.

Caller Display (Network Dependent)
To receive Caller ID you may head to contact your telephone service provider, and they will inform you also of any charges for it. Caller ID lets you see the phone numbers of your callers on the handset display, before you answer and in your Call Log afterwards. The Call Log stores the last 10 external calls, whether or not you answered the call, so you can call them back later.
- You cannot store a new phonebook entry when the memory is full. In this case, you have to delete existing entries to make space for new entries.
- When the Call Log is full, the next new call will replace the oldest entry. If you've got a new call in the Call Log, the Caller Display icon will appear on the handset display.
If the received number is the same as one in your phonebook, the name from the phonebook will display as well as the number.
WITHHOLD ID.
If the call is from someone whose number is unavailable, or if you have not subscribed to Caller ID but have set the date and time, the display will show CALLING when it is received and UNAVAILABLE in the Call Log.

Access Call Log
Press the Calls button in idle mode and press the ▲ or ▼ buttons to browse the call list. The calls are displayed in chronological order with the most recent call at the top of the list.
1. Press the **OK** button to display more details of the call, including the date and time. Save call list entry into the phonebook.
2. Press the **Calls** button in idle mode to go to the call list.
3. Press the ▲ or ▼ buttons to select an entry and then press the Menu button.
4. Press the ▲ or ▼ buttons to select **SAVE NUMBER** and then press the **OK** button to select. Enter the name of the contact (maximum 12 characters) and then press the **OK** button to confirm.

Delete a Call Log Entry
1. Press the Calls button in idle mode to go to the call list.
2. Press the ▲ or ▼ buttons to select an entry and then press the Menu button.
3. Press the ▲ or ▼ buttons to select **DELETE** and then press the **OK** button to select. Press the **OK** button again to confirm. The unit will make an audible tone to confirm.

Delete All Entries in the Call Log
1. Press the Calls button in idle mode to go to the call list.
2. Press the **Menu** button.
3. Press the ▲ or ▼ buttons to select **DELETE ALL** and then press the **OK** button to select.

Answer Machine Operation By Handset
You can use the answer machine menu on the handset to access and change the settings for all the answering machine functions.

Turn the Answering Machine On or Off
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **ANSW. ON/OFF** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **ON** or **OFF** and then press the **OK** button to confirm.

Direct Access Memory
There are 2 direct access memories (Keys 1 & 2) in addition to the phonebook memory. A long press on the keys in idle mode will automatically dial the stored phone number.
Add/Edit Direct Access Memory
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PHONEBOOK** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **DIRECT MEM.** And then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **KEY 1** or **KEY 2** and then press the **OK** button. The stored name is displayed, or **NO NUMBER** if it is empty. If there is no number stored for the selected key or if you want to change the name or number currently stored, press the Menu button to enter the direct memory menu to add/edit the name or number.
5. Press the ▲ or ▼ buttons to select **EDIT NUMBER** and then press the

incoming ringing, but if the master **PIN** has been changed, it will cancel remote access.

Set the Answer Mode
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **ANSWER MODE** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **ANSWER ONLY** or **ANSW.&RECORD** and then press the **OK** button to confirm.

Record a Personalized Outgoing Message
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **RECORD OGM** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **ANSWER ONLY** or **ANSW.&RECORD** and then press the **OK** button to confirm.
5. Press the ▲ or ▼ buttons to select **RECORD OGM**.
6. Press the **OK** button to start recording your new outgoing message.
7. Press the **OK** button again to end the recording.

Playback and delete messages
The last recorded message is played first. Old messages cannot be played again until after all new messages have been played.
You can choose to replace the predefined OGM with your own prerecorded personalised messages.
• The maximum length of an outgoing message is 2 minutes.. To hear your outgoing message, select **PLAY** at step 5.
• To delete a personalised outgoing message and return to the predefined one, select **DELETE** at step 5.

Playback recorded messages
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **PLAY** and then press the **OK** button to confirm.
Using the Intercom Intercom, call transfer and conference are only possible with at least 2 handsets registered to the same base. It allows you to make free internal calls, transfer external calls from one handset to another, and set up a 3-way conference with two handsets and an external call.
If you try to make a call while another handset is already on an external call, you'll hear a busy tone for a few seconds before the display returns to idle.

Intercom another Handset (for Duo/Tri version only)
1. Press the **Int** button in idle mode.
2. Intercom is established immediately if there are only 2 registered handsets.
3. If there are more than 2 registered handsets, the handset numbers which are available for intercom, and a " * " will be displayed. Press the specific handset number you wish to call, or press the button to ring all handsets, to start intercom.

Transfer an External Call to another Handset
1. During the call, press the Int button to put the external call on hold, the caller can no longer hear you.
2. Intercom is established immediately if there are only 2 registered handsets.
3. If there are more than 2 registered handsets, the handset numbers which are available for intercom, and a " * ", will be displayed. Press the specific handset number you wish to call, or press the button to ring all handsets, to start intercom.
4. Press the ✆ button on the called handset to answer the internal call, where both internal callers can talk. Intercom is established.
5. Press the ☎ button on the first handset to transfer the external call to the called handset. The external call is transferred.
If there is no answer from the called handset, press the Int button to resume the external call.

Answer an External Call during Intercom
1. During intercom, a new call tone is emitted when there is an incoming external call. Press the ✆ to answer the external call and end the intercom.
2. Connection with the external call is established.

Switch between an internal and external call
During the call, press the Int button to switch between an internal or external call.

Establish a Three-party Conference Call
1. The conference call feature allows one external call to be shared with two handsets (in intercom). The three parties can share the conversation and no additional network subscription is required.
2. During an external call, press the Int button to put the external call on hold (the caller can no longer hear you).
3. If there are more than 2 registered handsets, the handset numbers which are available for intercom will be displayed. Press the specific handset number you wish to call to start intercom. Press the ✆ on the called handset to answer the internal call, where both internal callers can talk. Intercom is established.
4. Press OK button for 2 seconds on the first handset to start the three-party conference.
5. **CONFERENCE** will be displayed on the screen once the conference call is established.
To put the internal call on hold and answer the incoming external call, press the Int button.

Phone Settings (Handset Tone)

Set the Ring Volume
There are 5 ringer volume options (LEVEL 1, LEVEL 2, LEVEL 3 ,LEVEL 4 and LEVEL 5). The default level is LEVEL 3.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PERSONAL SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **HANDSET TONE** and then press the **OK** button to select or show **RING VOLUME**. Press the **OK** button again to select.
4. Press the ▲ or ▼ buttons to your desired volume level and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Set the Ring Melody
There are 10 ring melodies available on your handset.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PERSONAL SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **HANDSET TONE** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **RING TONES** and then press the **OK** button to select.
5. Press the ▲ or ▼ buttons to your desired melody and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Activate/Deactivate Key Tone

A single tone is emitted when a key is pressed. You can enable or disable the key tone. By default, the key tone is **ON**.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PERSONAL SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **HANDSET TONE** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **KEY BEEP** and then press the **OK** button to select.
5. Press the ▲ or ▼ buttons to select **ON** or **OFF** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Activate/Deactivate Auto Hang-up
This function enables you to end a call automatically by simply placing the handset on the base unit. By default, the Auto Hang up feature is **ON**.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **PERSONAL SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **AUTO HANG-UP** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **ON** or **OFF** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Set Date/Time Format
You can set your preferred date/time format for your phone. The default format is **MM/DD** and **24 HOURS**.

Set Time Format
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **CLOCK&ALARM** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **SET FORMAT** and then press the **OK** button to select.
4. Press the OK button to enter **TIME FORMAT**. The current setting is displayed.
5. Press the ▲ or ▼ buttons to select **12 HOURS** or **24 HOURS** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Set Date Format
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **CLOCK&ALARM** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **SET FORMAT** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **DATE FORMAT** and then press the **OK** button to select. The current setting is displayed.
5. Press the ▲ or ▼ buttons to select **DD/MM** or **MM/DD** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Set Alarm
The handset has an alarm clock feature, and when the alarm is set, it is shown on the handset display.
When the alarm time is reached, the display flashes **--ALARM--** and the alarm melody is played for 1 minute or until any handset key is pressed. If the alarm is set for **ON DAILY**, the alarm will sound again on the next day.
If the alarm was set for **ON ONCE**, the alarm will turn off.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **CLOCK&ALARM** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **ALARM** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **OFF, ON ONCE** or **ON DAILY** and then press the **OK** button to confirm.
If you select **ON ONCE** or **ON DAILY**, enter the time (HH-MM) for the alarm and press the ▲ or ▼ buttons to select **AM** or **PM** if the time is in **12 HOURS** format.
5. Press the **OK** button to confirm. The unit will make an audible tone to confirm.

Set alarm tone
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **CLOCK&ALARM** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **ALARM TONE** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **MELODY 1, MELODY 2** or **MELODY 3** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Advanced Use of your Telephone

Change Master PIN
The Master PIN is used for registration/un-registration of handsets. The default Master PIN number is 0000. The maximum length of the Master PIN is 4 digits.
If you forget your PIN code, you can reset it to its default 0000 using a handset Reset.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ADVANCED SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **CHANGE PIN** and then press the **OK** button to select.
4. Enter the current Master PIN when prompted and then press the **OK** button to confirm. As you enter the PIN it will be shown as asterisks " * " on the screen.
5. Enter the new PIN and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Register your handset
Additional handsets must be registered to the base unit before you can use them.
Up to 4 handsets can be registered to one base unit.
The Master PIN is required before you can register or un-register handsets.
By default, the Master PIN is 0000.
On the base unit, press and hold the 🔍 button for approximately 5 seconds.
On the handset, press the **Menu** button to enter menu selection.
1. On the handset, press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ADVANCED SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **REGISTRATION** and then press the **OK** button to select.
When you purchase a handset, all handsets are already registered to the base unit, so you do not need to register them. Handset registration is only necessary when you buy extra handsets or if a handset has become faulty. They may be different if you want to register another handset model, in which case you should refer to its user guide.
• If no action is taken on the handset within 10 seconds, the registration procedure will be aborted. If this happens, repeat the first step. Enter the Master PIN when prompted and then press the **OK** button to confirm, the default master PIN is 0000l. WAITING is displayed on the screen. The unit will make an audible tone to indicate a successful registration, and the handset will return to idle mode, with its handset number displayed.
• If no base unit is found within a certain period, **NO BASE** will be

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displayed with an error tone to indicate failed registration and the handset returns to idle mode. You will need to repeat the registration procedure.

Un-register your Handset
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ADVANCED SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **UNREGISTER** and then press the **OK** button to select.
4. Enter the Master PIN when prompted and then press the **OK** button to confirm. (The default master PIN is 0000)
5. Press the ▲ or ▼ buttons to select the handset number to un-register and then press the **OK** button to confirm. The unit will make an audible tone to confirm a successful un-registration.
If no action is taken on the handset within 15 seconds, the unregistration procedure will be aborted and the handset returns to idle mode. You must use a handset to un-register handsets from the base unit.

Change recall time
You may need the R (Flash) button to send a Recall signal (also called Timed Break Recall) if you are connected to a PBX. You should normally leave the Recall Time at its default setting of Long (600ms) , as this is the standard recall required in the telephone network, but it can be changed to Medium (270ms) or Short (100ms) if your telephone is connected to a PBX that requires a different recall time.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ADVANCED SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **RECALL TIME** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **SHORT, MEDIUM** or **LONG** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.

Change the Dial Mode (dual mode dialing version only)
You should normally leave the dialing mode at its default setting of **TONE** (Also called MF or DTMF).
However, you can change to PULSE if necessary.
1. Press the **Menu** button to enter menu selection
2. Press the ▲ or ▼ buttons to select **ADVANCED SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **DIAL MODE** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **TONE** or **PULSE** and then press the **OK** button to confirm. The unit will make an audible tone to confirm.
If PULSE dialing is set, you can press the ✳ button to switch to **TONE** dialing for the rest of that call.

Reset Unit
You can reset your phone to its default settings with this feature.
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ADVANCED SET** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **RESET** and then press the **OK** button to select.
4. Press the **OK** button again to confirm. The unit will make an audible tone to confirm and the unit is reset to its default settings.
Upon reset, all your personal settings, call log and redial list entries will be deleted and the phone will return to its default settings. However, your phonebook will remain unchanged after reset, all other settings will be defaulted.

Answering Machine Settings

Set Ring Delay
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **SETTINGS** and then press the **OK** button to select.
4. Press the **OK** button to enter the **RING DELAY** option list.
5. Press the ▲ or ▼ buttons to select **2 – 7 RINGS** or **ECONOMY** and then press the **OK** button to confirm your choice.
6. The unit will make an audible tone to confirm. Press the button to go back to idle mode.

To Activate/Deactivate Remote Control Access
1. Press the **Menu** button to enter menu selection.
2. Press the ▲ or ▼ buttons to select **ANSW MACHINE** and then press the **OK** button to select.
3. Press the ▲ or ▼ buttons to select **SETTINGS** and then press the **OK** button to select.
4. Press the ▲ or ▼ buttons to select **REMOTE** and then press the **OK** button to select.
5. Press the ▲ or ▼ buttons to select **ACTIVATE** or **DEACTIVATE** and then press the **OK** button to confirm.
6. The unit will make an audible tone to confirm. Press the button to go back to idle mode.
If you select Economy mode, the answering machine will answer calls and start playing the greeting message after 5 rings if you have no new messages, or after 3 rings if there is at least one new message recorded.
• Once the remote control access is activated, you can check the messages of your answering machine when you are away from home, by calling from another phone.
• If the answering machine is turned off, you must change your master PIN from its default 0000, before you can use the remote access feature.

To Check Messages Remotely
1. When you are away from home, dial your home phone number from another phone. The answering machine answers and starts playing your greeting message.
2. While the OGM is playing, press the 🔢 button on the phone you are using to dial your home telephone and enter the remote access code (which is the same as your master PIN code).
The Remote Feature lets you perform the following functions:

Button Description
1 = Go to previous message
2 = Play the message
3 = Go to next message
6 = Delete the playing message
7 = Turn on Answer and Record and play OGM (Ans&Rec OGM)
8 = Stop message playback
9 = Turn off the answering machine
The answer machine will drop the line immediately if there is no detection of the master PIN entry within 8 seconds from pressing the button.
• If the remote access code is correct, a confirmation tone can be heard, and then start playing any messages.
If the answering machine is off, and the master PIN has been changed from its default 0000, it will answer the call after 14 rings. Dial the master PIN code within 8 seconds and you will hear an audible tone to confirm you have entered to remote access mode, as above.

Call Screening
1. Call screening allows you to hear the caller while he is leaving a message.

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2. You can then decide if you want to talk to the caller directly.
3. To adjust the speaker's volume during call screening, press the ▲ or ▼ buttons on the base unit. The lowest volume level turns call screening off.

Default Settings
These are the answering machine settings after the unit has been reset.

Answering Machine	ON
Answer mode	ANSW. & RECORD
Number of rings before answer	• 5 Outgoing messages • Predefined OGM. (Personalized OGMs deleted)
Remote access	Activate
Base speaker	Level 5

Text and Digit Entry Table
The following tables show you where each letter and punctuation character can be found. Respective character table will be used when the corresponding menu language is selected. This will be helpful when storing a name in the contacts and renaming your handset.
In editing mode, a cursor is displayed to indicate the current text entry position. It is positioned at the right of the last character entered.

Writing Tips:
1. Once a character is selected, the cursor will move to the next position after a short pause.
2. Press the Back button to delete the last character.

English Character Set

Button	Alphanumeric Editing (For contacts name editing and renaming handset)										Number Editing (For phone number editing, date/time editing)
Button Press	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	
1	space	1	_	-	<	>	*				1
2	A	B	C	2							2
3	D	E	F	3							3
4	G	H	I	4							4
5	J	K	L	5							5
6	M	N	O	6							6
7	P	Q	R	S	7						7
8	T	U	V	8	?						8
9	W	X	Y	Z	9						9
0	0	-	/	\	#	+					0
*											
#											#, or P (Pause) if press and hold

Default settings

Language	English
Handset name	Handset 1
Time/Date	00:00 01/01/2015
Date format	MM-DD
Time format	24hr
Phonebook memory	Empty
Recall time	Long (600ms)
Dial mode	Tone
H/S ringer melody	Melody 1
H/S ringer volume	Level 3
H/S earpiece volume	Volume 3
Handset key beep	On
Incoming call log	Empty
Redial list	Empty

Frequently Asked Questions

• You have followed all the steps listed in the user manual to install and set up your telephone.
• All connectors are firmly inserted in their sockets.
• Mains power to the base unit and charging cradle are switched on at the mains socket.
• The handset's batteries are correctly and securely installed and are not run down.

Everyday use

I cannot make or answer calls
• If the handset's display is blank, it may have been switched off. Put the handset back on the base unit or charging cradle to turn it back on.
• Check that the base unit's mains power adapter is plugged in and the power is switched on.
• The base unit needs mains power for normal operation of the phone. Not just for charging the batteries.
• Make sure you are using the telephone line cable supplied with your phone. Other telephone line cables might not work. Move the handset closer to the base unit.
• Check the battery level symbol on the display. If it is low, replace the handset on the base unit or charging cradle to recharge the batteries.
• Switch off the power at the mains socket, wait for a short time and then switch back on. This may solve the problem.

I cannot make a call
• If the handset display shows **KEYS LOCKED**, press and hold the ✳ button to unlock it before you make a call.
• Only one handset (or the base unit) can be connected to the outside line at a time. If another handset is already using the line, you need to wait until it has finished its call.

When I press on the keys, nothing happens
Make sure the batteries are fitted in your handset. If the Battery Level symbol on the display shows 'low', put your handset back on the base unit or charging cradle to charge.

When I key in a number, it appears on the display, but I cannot make an outside call
Try a different position for the base unit – somewhere higher if possible, or further from other electrical equipment.

The phone does not ring
• Check that the base unit's mains power adapter is plugged in and the power is switched on.
• The base unit needs mains power for normal operation of the phone – not just for charging the batteries.
• Make sure you are using the telephone line cable that was supplied with your telephone.

My call was cut off when I went out of range. Now I can't make a call.
Move the handset closer to the base unit before you try again to make a call.

There is interference and noise on the line
• Move the handset closer to the base unit, or to a different position.
• Try moving the base unit so that it's not near other electrical equipment, such as a television or a computer.
• You'll get the best sound if you place the base unit as high as possible. For example, in a two-floor building, the first-floor landing is an ideal place.

I hear audible tones from my handset while I'm on a call

• You may be going out of range of the base unit. Move closer to your call may be cut off.
• Check the Battery Level symbol on the display. If it's low, recharge the batteries.

The Caller Display feature isn't working
• You need to subscribe to the Caller Display feature from your network service provider. You should find contact details on your phone bill.
• The caller may have withheld their number by dialing 141. Or they may be calling from a network that does not transmit the caller's number (e.g. if they are making international calls.)

When I try to make a call, I hear a busy tone
If you're using a multi-handset system, check whether another handset is already on a call.

The volume in the earpiece is low when I'm on a call
• Make sure you're holding the earpiece correctly over your ear.
• Adjust the volume by pressing the ✆ or buttons.

Intercom and transfer
I can't transfer a call
• Make sure the other handset is in range of the base unit.
• Make sure you are dialing the correct number for the other handset.

Batteries

The handset's battery cells are running low within an hour or two
• Before you first use the handset, you should have left it on the base unit or charging cradle for 14 hours to charge the batteries.
• You may need to replace the batteries.
• Check the connection between the base unit and the mains power socket.
• "I try to recharge the batteries but I still get a warning that they are low" You need to replace the batteries.
• Dispose of used batteries safely – never burn them, or put them where they could get punctured.
• Do not use non-rechargeable batteries in your handset – they may explode, causing damage.

If the fault persists...
• Disconnect the base unit from the telephone line and plug a different phone into the master telephone socket. Try making a call. If this works, the line is **OK**.
• If the call does not work, and you are using a two-way socket adapter, remove it and plug a telephone directly into the socket.
• If the call now works, the adapter may be faulty.
• If you cannot make a call, the fault may be on the exchange line. Contact the service provider.

Warranty Assistance
Your sales receipt will be required to demonstrate proof of purchase in order to validate your warranty eligibility. You may want to attach either the original, or a photocopy, of your sales receipt to this booklet for future reference.
If this product was received as a gift, it is suggested you jot down the date of gift receipt, as this information will be valuable should service be required during the warranty period. If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.
Purchase Date or Date Received as Gift_____
Name of Store_____
For instructions on how to obtain warranty service, you may call Customer Care at 1-877-722-4908 or you may visit our website at
www.rco4phones.com. If you prefer, you may write to us at:
Supreme Power USA LLC
PO Box 501045
Indianapolis IN 46250-1045
Please do not send products to this address as it only adds delays in service and may result in lost or damaged product. This PO BOX is for written communication only.
If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

Limited Warranty
What your limited warranty covers:
• Defects in materials or workmanship.
For how long after your purchase:
• One year, from date of purchase. Please retain your sales receipt, as that will act as your proof of purchase in order to validate warranty status.
What we will do:
• Provide you with a new or, at our option, a refurbished exchange unit of same or similar model. The exchange model is under warranty for the remainder of the original product's one year warranty, or 90 days from the date the replacement product was shipped to you, whichever is longer.
How to get service:
• Call Customer Care at 1-877-722-4908. Please have your product with you and please have your model number and date code available when calling us. The model number and date code can be found on the underside of the base unit.
If you are within your limited warranty period and it is determined that service is required:
• We will ask that you properly pack your product to avoid shipping damage. We recommend that you use the original carton and packing materials.
• We will ask you to include with your product the following:
   ○ Your name, return shipping address and daytime phone number handwritten or typed on a sheet of paper
   ○ A legible copy of your sales receipt (please do not send the original sales receipt)
• Ship your product prepaid, to the address we provide. We suggest shipping your product via a traceable carrier, as we are not responsible for lost, mis-directed or damaged shipments. You may want to write the date shipped, carrier and tracking number here:_____

• Upon receipt of your product we will validate your product is under warranty and if determined your product is warranty eligible, we will ship to you a new or, at our option, a refurbished exchange unit of same or similar model. This exchange unit will be shipped to you at no cost.
What your limited warranty does not cover:
• Customer Instruction. (Your Owners Manual provides information regarding operating and install instructions. Additional information may be obtained by contacting the retailer)
• Installation and set up service adjustments.
• Batteries.
• Damage from misuse, neglect, unauthorized repair.
• Products which have been modified or incorporated into other products
• Products that have been serviced by an unauthorized servicer.
• Products purchased or serviced outside the USA or Canada.

• Acts of nature, such as but not limited to, lightning damage.
Limitation of Warranty:
• **THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY SUPREME POWER USA LLC, ITS AGENTS, EMPLOYEES, RETAIL DEALERS OR INDEPENDENT CONTRACTORS SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.**
• **REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. SUPREME POWER USA LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.**
How state law relates to this warranty:
Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.
If you purchased your product outside the USA or Canada:
This warranty does not apply. Contact your dealer for warranty information.
Product Registration:
• Please complete and mail the Product Registration Card packed with your product or visit www.rco4phones.com to register your new product. Product registration is not required for warranty coverage but does allow us to contact you should it be necessary.