

# **RCA**

## **2.4 GHz Two Line Multi-Handset Cordless Caller ID Telephone with Digital Answering System User's Guide**

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



TOCOM 16207530

**Model 21230**

## Important Information

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### Equipment Approval Information

Your telephone equipment is approved for connecting 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, the US Number 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 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 determined by the REN, you should contact your local telephone company.

#### 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.

#### 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 of 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. 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.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (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.

### **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."

### **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**

This telephone system meets FCC standards for Hearing Aid Compatibility.



US NUMBER IS LOCATED ON THE CABINET BOTTOM

REN NUMBER IS LOCATED ON THE CABINET BOTTOM

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

|   |  |   |
|---|--|---|
|    | <p><b>CAUTION:</b><br/>RISK OF ELECTRIC SHOCK<br/>DO NOT OPEN</p>  |    |
| <p>THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.</p> | <p>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.</p> | <p>THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.</p> |
| <p>SEE MARKING ON BOTTOM / BACK OF PRODUCT</p>  |  |   |

|  |           |  |           |
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## Introduction

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 **CAUTION:** When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided with this product and save them for future reference.

This 2.4 GHz two-line multihandset speakerphone system is designed to be simple to use, however, you can reach its full potential more quickly by taking a few minutes to read this User's Guide. This telephone is a multifunction product for use with the Call Waiting and Caller ID services available from your local telephone company.

*IMPORTANT: In order to use all of the features of this unit, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.*

### Telephone Features

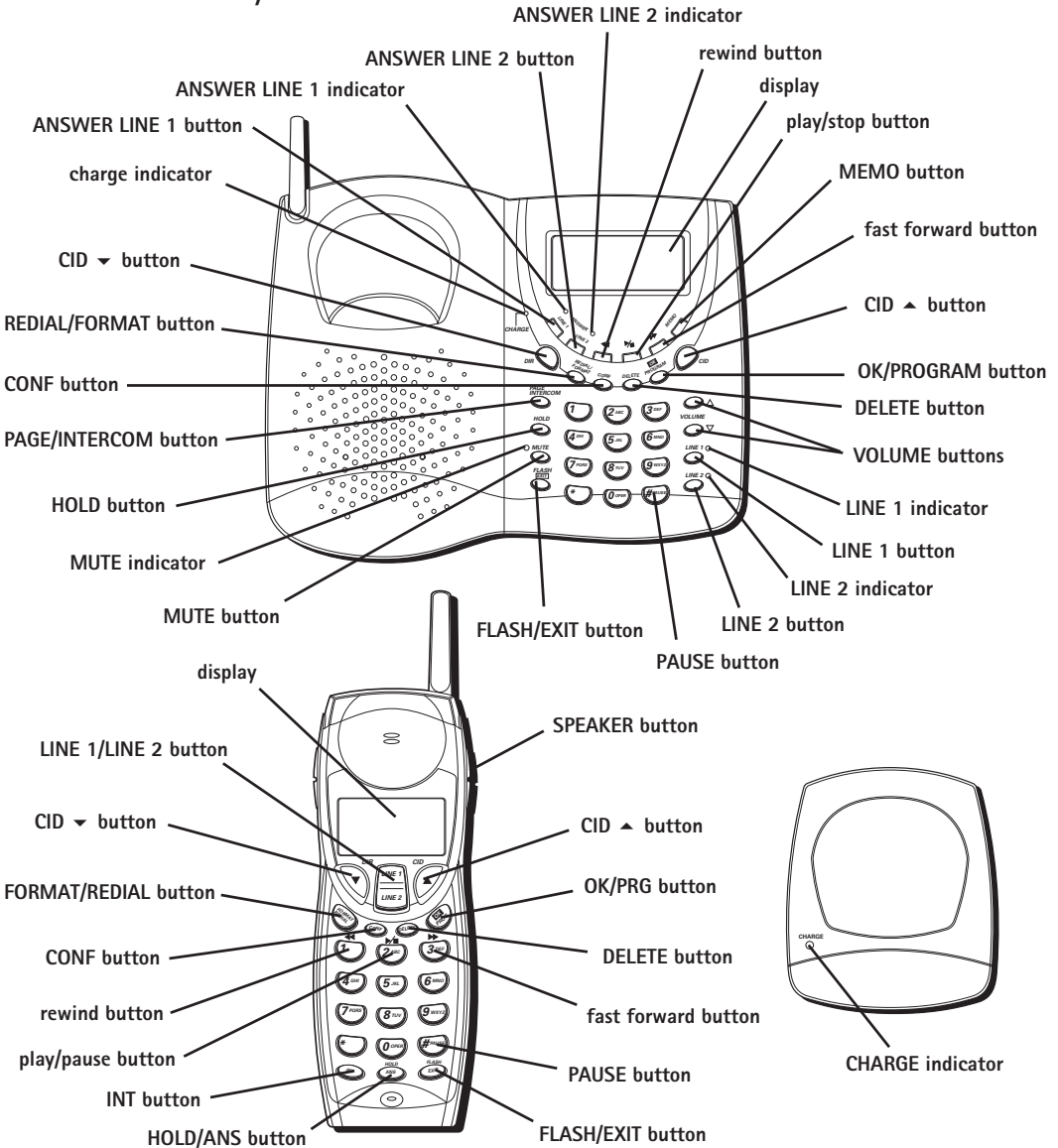
- 2.4GHz digital spread spectrum technology
- Two CO line capability and prime line selection
- Eight handsets to one base
- Intercom calling
- Four handsets operate simultaneously
- Individual handset paging and page all
- Three-way conferencing
- Call transfer
- Store up to 20 memories in handset and base directories
- Speakerphone in both handset and the base
- Last number redial
- Line on hold feature with programmable hold reminder duration

- 2 individual voice mail boxes for each telephone line, total recording time up to 30 minutes, mailbox system supports GREETING recording, ICM recording and MEMO recording, the system can be accessed remotely via cordless handset or telephone line.
- Optional headset
- Manual dial out from memory and pre-dialing
- Trilingual Display (English, Spanish and French)

**Your Caller ID Call Waiting Telephone Allows You to**

- View the name and telephone number of a caller (Call Waiting Caller ID).
- Identify callers before you answer the phone.
- View the time and date of each incoming call.
- Record up to 50 Caller ID messages sequentially.
- Know who called while you were away.

Base and Handset Layout





## Parts Checklist

Make sure your package includes the items shown below.



Base



Cordless handset

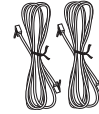
Need picture of belt clip



Handset belt clip



Handset charger



Line cords



AC power converter

Wall plate



Modular telephone line jack

## Modular Jack Requirements

To use this phone, you will need an RJ11C (for single line) or a RJ14C (for two lines) type modular phone jack, which might look like the one pictured here, installed in your home. If you don't have either modular jack, call your local phone to find out how to get one installed.

## Digital Security System

Your cordless phone uses a digital security system to provide protection against false ringing, unauthorized access, and charges to your phone. When you place the handset in the base, the unit verifies its security code. After a power outage or battery replacement, you should place the handset in the base for about 20 seconds to reset the code. This phone's digital security code was set at the factory.

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

*Certain other communications devices may also use the 2.4 GHz 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 2.4 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.*

### Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected.
- Use caution when installing or modifying telephone lines.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Temporarily disconnect any equipment connected to the phone such as faxes, other phones, or modems.

### Important Installation Guidelines

- Install telephone near both a telephone (modular) jack and an electrical power outlet.
- Avoid sources of noise, such as a window by a busy street, and electrical noise, such motors, microwave ovens, and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators, and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations.
- Avoid other cordless telephones or personal computers.



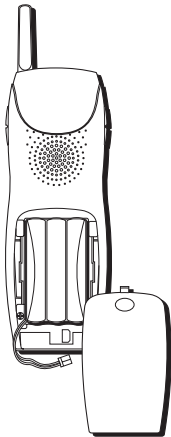
*CAUTION: Always disconnect all phone cords from the base unit before battery installation or replacement.*

### Installing and Replacing the Base Backup Battery



**CAUTION:** To reduce the risk of fire or personal injury, use only the battery listed in the Instruction book.

You must install the battery pack prior to first use or you will not be able to use the cordless handset. If a battery pack is not installed or battery power is low, the low battery icon shows in the display and you need to recharge the handset or replace the battery pack. Make sure that the cordless handset is in the standby mode before you install or replace the battery.



1. Remove the battery compartment door from the cordless handset.
2. If you are installing the battery pack for the first time, insert the battery pack into the battery compartment on the back of the cordless handset then plug the battery pack cord into the jack inside the handset battery compartment.
3. If you are replacing the battery pack, disconnect the battery pack cord from the jack inside the battery compartment and remove the battery pack from the cordless handset. Insert a new battery pack and reconnect the battery pack cord to the jack inside the handset battery compartment.
4. Put the battery compartment door back on.

#### Battery Safety Instructions

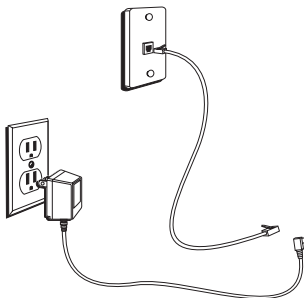
- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

## Connections and Set Up

---

### Installing the Phone

The phone may be connected to one 2-line (RJ14C) wall jack or two single line wall jacks.



**NEED SOMETHING TO DRAW FROM  
(PICTURE OF BACK, SIDES)**

1. Choose a level surface, such as a desktop or tabletop, near an electrical outlet and a telephone wall jack (RJ11C) to install your phone.
2. Plug the AC power converter into an electrical outlet and the DC connector into the back of the base.

*NOTE: The power converter must remain connected to the base at all times. It is normal for the power converter to feel warm to the touch.*

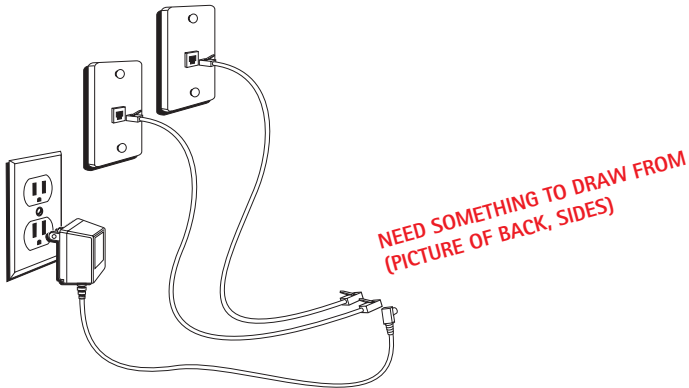


*CAUTION: Use only the ATLINKS, Inc 5-2569 power converter that came with this unit to charge the cordless handset. Using other power converters may damage the unit.*

3. Place the handset (with the battery pack installed) in the base cradle. The charge indicator turns on to indicate the battery is charging.

*IMPORTANT: Make sure the cordless handset is facing forward during charging.*

4. Allow the handset to charge for 12 hours. If you don't properly charge the cordless handset, battery performance is compromised.
5. Connect the telephone lines:



If you have two telephone lines on a single wall jack installed in your home, plug one end of the straight telephone line cord into the jack marked LINE 1+2 on the back of the base. Plug the other end into the 2-line wall jack.

If you have two separate wall jacks installed in your home, plug one end of the telephone line cord into the jack marked LINE 1+2 on the back of the base, and plug one end of the other telephone line cord into the jack marked LINE 2 on the back of the base. Plug the other end of each telephone line cord into the separate wall jacks.

*NOTE: If you connect a telephone line cord from the LINE 2 jack on the back of the base to a dual modular phone jack, you will only be able to use line two.*

*NOTE: Although you can use this two-line cordless telephone with a single phone line, you must have two lines (with separate phone numbers) installed to use a two-line system. You may connect this telephone to a single-line (RJ11C) wall jack, but you will only be able to use one telephone line (either LINE 1 or LINE 2) - not both lines simultaneously.*

### Data Port

The base is equipped with two data jacks for you to connect an auxiliary phone device, such as fax machine, computer modem, or even another phone.

### Handset Registration

All cordless handsets used with this unit must be registered at the base. You may register up to eight cordless handsets. The model number of the optional cordless handsets is H1230RE3-A. To order additional cordless handsets, contact your dealer or call 1-800-511-3180 to locate a dealer.

The cordless handset packed with this unit is preregistered by the manufacturer and is assigned as handset number one. The handset number is also used as the extension number. Only one additional handset may be registered at a time. You must complete the handset registration process within 30 seconds.

### Base

The base must be in standby mode during the registration process.

1. Enter the registration mode on the base.
2. Press the PROGRAM button.
3. Use the ▲/▼ button to scroll to *REGISTRATION*.
4. Press OK (PROGRAM button). The display shows:  
*NOTE: To exit the registration mode, press OK again.*
5. Press the ▲/▼ button to scroll to *YES?* The display shows:
6. Press the OK button to confirm. The display shows:

*NOTE: The base remains in registration mode for 30 seconds, and the display slowly flashes.*



REGISTERED  
HANDSET # 2

▶REGISTRATION  
RESET

- Place the handset in the base cradle. The system automatically registers the handset to the base.

The display shows:

After three seconds the display returns to the previous menu and shows:

*NOTE:*

1. If you need to register additional handsets follow the steps above. You may register up to eight handsets.

2. If an additional handset has never been registered to any base before, you only need the base to enter the REGISTRATION mode then put the handset (with its battery prior charged by the charge cradle) on the base to register automatically, as described above. However, if the handset you're registering has been registered before, you would need both the base and the handset to enter into REGISTRATION mode, and then put the handset in the base to register. To let handset enter into REGISTRATION mode, simply follow the same steps, as you would do on the base.

### Base Display

L1 L2 18:88 AM 18/88 NEW CALL #88  
PM REPT MEMO  
HANDSET #1  
L1: TALK L2: HOLD

### Cordless Handset

L1 L2 18:88 AM 18/88 NEW CALL #88  
PM REPT MEMO  
SUN 12:00 AM  
L1: TALK L2: HOLD

## Displays and Display Messages

| Icons            | Meaning  |
|------------------|--|
| "NEW" icon       | The incoming call is a new call and the CID record is not viewed before.   |
| "REPT" icon      | The incoming call has been received before, but the CID record is not viewed before.   |
| "CALL" icon      | CID is being displayed on the LCD  |
| "MEMO" icon      | Memory (Phone Book Directory) record is being displayed on the LCD   |
| "AM" icon        | Indicate the Time showing is Morning   |
| "PM" icon        | Indicate the Time showing is Afternoon   |
| "L1" / "L2" icon | 1.) Turn on when the corresponding telephone line is in use.<br>2.) To display which line received the CID record during the CID review. |
| "18 : 88" icons  | To display the time  |
| "18 / 88" icons  | To display the date  |
| "# 88" icons     | CID / Directory database index   |

### Setting Up the Telephone

This unit has various programmable functions. Most of the settings are selected from the menu on the display.

*NOTE: You may press the EXIT button at any time to exit the programming mode.*

#### Display Language

Set the display language to English, French, or Spanish. The default value is *ENGLISH*.

1. Press the PROGRAM/OK button.
2. Use the  $\blacktriangle$  /  $\blacktriangledown$  button to scroll to *LANGUAGE*.
3. Press PROGRAM/OK again. The display shows:
4. Use the  $\blacktriangle$  /  $\blacktriangledown$  button to select *ENGLISH*, *FRENCH*, or *SPANISH*.
5. Press PROGRAM/OK to confirm and save.

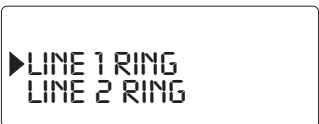


*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

#### Ringer Volume

Set the ringer volume level for each telephone line individually. The default value for LINE 1 and LINE 2 is *MIDDLE*.

1. Press the PROGRAM/OK button.
2. Press the  $\blacktriangle$  /  $\blacktriangledown$  button to scroll to *LINE 1 RING* or *LINE 2 RING*.
3. Press PROGRAM/OK again. The display shows:



OR



LINE 2 RING  
MIDDLE

4. Press the ▲/▼ button to select the ringer volume.
5. Press the PROGRAM/OK button to confirm and save.

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

### Intercom Ring

Set the intercom ring to *OFF*, *LOW*, *MIDDLE*, or *HIGH*. The default value is *MIDDLE*.

1. Press the PROGRAM/OK button.
2. Use the ▲/▼ button to select *INTERCOM RING*.
3. Press the PROGRAM/OK button again.
4. Use the ▲/▼ button to select *OFF*, *LOW*, *MIDDLE*, or *HIGH*.
5. Press PROGRAM/OK again to confirm and save.

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

### Ringer Type

Choose from eight different ringer types. The Line#1 default value is type 1, and the Line#2 default value is type 2.

1. Press the PROGRAM/OK button.
2. Use the ▲/▼ button to select *L1 RING TYPE* or *L2 RING TYPE*.

▶ L1 RING TYPE  
L2 RING TYPE

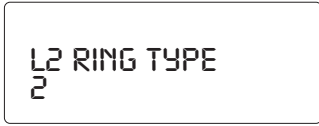
OR

▶ L2 RING TYPE  
SET ANSWERER

L1 RING TYPE  
1

OR

3. Press PROGRAM/OK. The display shows:



4. Use the ▲/▼ button to select the ringer type.
5. Press PROGRAM/OK again to confirm and save.

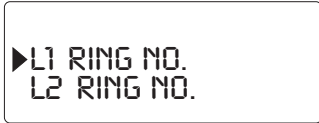
*NOTE: The handset generates the ringer type when you make your selection.*

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

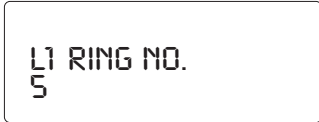
### Rings to Answer (Base Only)

Set the number of rings to answer for incoming calls and the passwords for each mailbox.

1. Press the PROGRAM/OK button.
2. Use the ▲/▼ button to select **SET ANSWERER**.
3. Press PROGRAM/OK again.



4. For Line 1, use the ▲/▼ button to select **L1 RING NO.**
5. Press PROGRAM/OK again.



6. Press the ▲/▼ button to select the number of rings. For example, if you select 5 rings, the display shows:
7. Press PROGRAM/OK to confirm and save.
8. Repeat steps 3 through 7 to set the rings to answer for line 2.

*NOTE: If you select TOLL SAVE, all incoming calls are answered on the 3<sup>rd</sup> ring when a new message is waiting. If there is no new message, incoming calls are answered on the 5<sup>th</sup> ring. Use this feature to save long distance tolls when accessing your messages remotely.*

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

### Mailbox Password

Change your mailbox password to any 3-digit number.

1. Press the PROGRAM/OK button.
2. Use the ▲/▼ button to select **SET ANSWERER**.

▶ L1 PASSWORD  
L2 PASSWORD

L1 PASSWORD  
DELETE?

L1 PASSWORD  
101 OK!

▶ DAY AND TIME  
PRIME LINE

DAY AND TIME  
FRI

DAY AND TIME  
FRI 06:12

3. Press PROGRAM/OK.
4. For Line 1, use the ▲/▼ button to select *L1 PASSWORD*.
5. Press PROGRAM/OK again.
6. Select the designated mailbox number (Mailbox 101 or 102).
7. Use the touch-tone pad to enter your new 3-digit password.
8. Press PROGRAM/OK to confirm and save.
9. Repeat steps 3 through 8 to set the mailbox password for line 2.

*NOTE: If you decide to keep the factory default password (101 for Mailbox 1 and 202 for Mailbox 2), press the DELETE button two times. The display shows:*

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

### Day and Time

You may set the mailbox day and time stamp for new messages. The default value is *SUNDAY 12:00AM*.

Although the system automatically updates the display day and time data from Caller ID information, it is recommended that you manually set the day and time information prior first use.

1. Press the PROGRAM/OK button.
2. Use the ▲/▼ button to scroll to *DAY AND TIME*.
3. Press PROGRAM/OK again. The day mode shows in the display.
4. Use the ▲/▼ button to select the day. For example, if you select Friday the display shows:
5. Press PROGRAM/OK to confirm and save. Time mode shows in the display.
6. Use the touch-tone pad to enter the 4-digit number for time of day (for example, press 0612 to enter the time as 6:12).
7. Press PROGRAM/OK to confirm and save. AM/PM mode shows in the display.

DAY AND TIME  
FRI 6:12AM OK!

8. Press the ▲/▼ button to select AM or PM.
9. Press PROGRAM/OK to confirm and save. The display shows the current day and time.

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

### Prime Line

Set the prime line for according to your preferences. The default prime line is Line 1. The prime line rings or answers first if you receive calls from both lines simultaneously.

*NOTE: The prime line is also has the priority for Transfer Ringer and Hold Recall Ringer.*

1. Press the PROGRAM/OK button.
2. Press the ▲/▼ button to select *PRIME LINE*.

▶ PRIME LINE  
AREA CODE

PRIME LINE  
LINE 1

3. Press PROGRAM/OK again. The display shows:
4. Use the ▲/▼ button to select *LINE 1* or *LINE 2*.
5. Press PROGRAM/OK to confirm and save.

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

### Area Code

1. Press the PROGRAM/OK button.
2. Use the ▲/▼ button to scroll to *AREA CODE*. The default value is \_ \_ \_.
3. Press PROGRAM/OK again. The display shows:
4. Use the touch-tone pad to enter your 3-digit area code.

▶ AREA CODE  
HOLD REMINDER

AREA CODE  
EMPTY



5. Press PROGRAM/OK to confirm and save. The display shows.

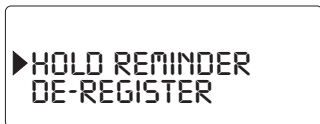
*NOTE: To move the cursor around in the display use the ▲/▼ button.*

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*

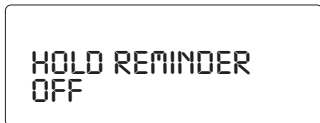
### Hold Reminder

Hold Reminder lets you set the amount of time a call stays on hold before a reminder tone is generated. Options: Off/15/30/45/60 Seconds. The default value is 30 seconds.

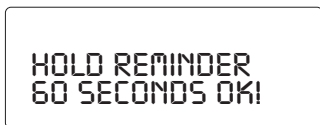
1. Press the PROGRAM/OK button.
2. Press the ▲/▼ button to select *HOLD REMINDER*.
3. Press PROGRAM/OK again.



4. Press the ▼ button to turn off the hold reminder or press ▲ button to select a time from 30 sec to 60 seconds.

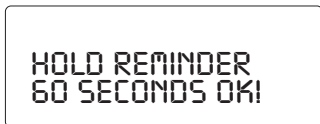


OR



5. Press PROGRAM/OK to confirm and save. The status shows in the display. For example:

*NOTE: After three seconds, the display returns to the main menu, or you may press the EXIT button to quit the program menu.*



### Registering an Additional Handset

You may register up to eight handsets on this system.

*NOTE: YOU MAY ONLY REGISTER RCA MODEL H1230 HANDSETS TO THIS UNIT.*

*NOTE: Make sure the base is not in use and the handset is fully charged before registration.*

▶REGISTRATION  
RESET

REGISTRATION  
NO?

REGISTRATION  
YES?

TO REGISTER PUT  
HANDSET IN BASE

REGISTERED  
HANDSET # 2

▶REGISTRATION  
RESET

1. Press the PROGRAM/OK button on the base.
2. Use the ▲/▼ button to select *REGISTRATION*.

3. Press PROGRAM/OK again. The display shows:

4. Use the ▲/▼ button to select *YES?* or *NO?*

*NOTE: If you select NO? the unit returns to the main menu.*

5. Press PROGRAM/OK. The display shows:

*NOTE: The base stays in this mode for 30 seconds, and the in use/charge indicator flashes slowly.*

6. Place the handset in the base cradle. The system automatically registers the handset to the base. The display shows:

After three seconds the display shows:

*NOTE:*

*To register additional H1230 handsets, repeat steps 1 through 6 for each handset.*

*If your additional handset has never been registered to any other base before, you only need to set the base to enter the *REGISTRATION* mode and then put the new handset into the base cradle. The system will register the new handset automatically, as described above.*

*However, if the handset you're registering has been registered before, you have to set both the base and the handset to enter into *REGISTRATION* mode, and then put the handset in the base to register.*

### Reset Handset and Base

After you become familiar with the features of this phone, you may want to reset the handset or base back to the original factory default settings.

*NOTE: The security code, handset ID# and the directory memory do not reset to the original settings. If you reset the base, all handset ID numbers remain unchanged, and it is not necessary to re-register the handsets.*

1. To reset the handset, press the PROGRAM/OK button.
2. Use the ▲/▼ button to select *RESET HANDSET*.
3. To reset the base use the ▲/▼ button to select *RESET BASE*.
4. Press PROGRAM/OK again. The display shows:

▶ RESET HANDSET  
LANGUAGE

▶ RESET BASE  
LANGUAGE

RESET HANDSET  
NO?

OR

RESET BASE  
NO?

RESET HANDSET  
YES?

OR

RESET BASE  
YES?

5. Press the ▲/▼ button to select the *YES?*

RESETTING...  
PLEASE WAIT

6. Press PROGRAM/OK again. For three seconds the display shows:

INITIALIZING...  
PLEASE WAIT

The displays shows the following for 10 to 15 seconds:

### Handset

HANDSET #1

The handset and base return to standby mode and the display shows:

### Base

SUN 12:00AM

PLEASE  
REGISTER!

*NOTE: If the handset is not registered to the base, or the base is reset, the handset displays:*

### Handset De-Registration

*NOTE: You may only de-register one handset at a time.*

1. Make sure all registered handsets are OFF (not in TALK mode).
2. Move the handset close to the base, and press the PROGRAM/OK button.
3. Use the ▲/▼ button to select *DE-REGISTER*. The display shows:

▶ DE-REGISTER  
REGISTRATION



DE-REGISTER  
NO?

4. Press PROGRAM/OK again. The display shows:

DE-REGISTER  
YES?

5. Use the ▲/▼ button to select YES? or NO?

*NOTE: If you select NO, the display returns to the previous mode.*

6. Press PROGRAM/OK to confirm and save. The display shows:

DE-REGISTER PUT  
HANDSET IN BASE

When the handset is de-registered, the display shows:

*NOTE:*

*The base does not need to be in de-registration mode to de-register a handset.*

*You may register the handset to another base without de-registering from the original base. The original base, however, retains the handset information forever.*

*For more information, refer to the Registration or Installation section of this manual.*

### Base De-Registration

You may de-register a single handset or all handsets from the base.

1. Make sure the base is OFF (not in use).
2. Move the handset(s) close to the base.
3. Press the PROGRAM/OK button.
4. Use the ▲/▼ button to select DE-REGISTER.
5. Press PROGRAM/OK again. The display shows:

▶ DE-REGISTER  
REGISTRATION

DE-REGISTER  
HANDSET #1?

## Connections and Set Up

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DE-REGISTER  
HANDSET #2?

DE-REGISTER  
PLEASE WAIT!

DE-REGISTER  
HANDSET #2 OK!

- Use the ▲/▼ button to select a handset (for example, if you want to de-register handset #2, scroll to *HANDSET #2*). The display shows:
- Press PROGRAM/OK again. The display shows:

When the handset(s) is de-registered, the display shows:

*NOTE:*

*After de-registration, you cannot operate the handset until it is re-registered to the base.*

*The de-registration process may take 3~10 seconds, depending on how many handsets you want to deregister.*

### Unit Capabilities

This unit may use two external telephone lines (provided by a telephone company), or two internal parties for intercom calls. You can expand the unit's capabilities by registering up to eight cordless handsets at the base.

### How Many External Calls and Intercom Calls Can Be Conducted Simultaneously and By How Many Users?

The system also allows one intercom call while simultaneously conducting one external call with the base and two handsets. For example, one pair of handsets is engaged in separate intercom calls while the base unit is engaged in an external call with two handsets.



OR Base



H/S1



H/S 2



H/S 3



H/S 4

Example: External call on line 1, external call, intercom call on line 2.

- All other handsets are in the standby mode.
- You may also check the mailboxes for messages instead of receiving external calls.

### Answering a Call

The base can handle two calls simultaneously with one cordless handset (or two cordless handsets). When you receive a call, the unit rings. *RINGING* shows on the display. The line indicator flashes rapidly. If you subscribe to Caller ID service from your local telephone company, the calling party's identifying information displays after the first ring. To view all Caller ID information, you must wait until the second ring before answering a call.

#### Base Speakerphone

1. Press a LINE button. The line indicator lights turn on.
2. Talk into the microphone.
3. When finished, press the LINE button.

#### Handset Speakerphone

1. Press the SPEAKER button on the side of the handset to answer an incoming call. The display shows *L1* or *L2*, *TALK SPKR*, and the call timer.
2. Speak into the microphone.
3. When finished, press the SPEAKER button to hang up.

*NOTE: If you press the corresponding line key anytime during speakerphone mode, the call will be diverted from the speaker to the earpiece of your handset.*

#### Headset

1. Insert the headset plug into to the jack on the handset. The handset receiver is disabled.
2. Press either the LINE 1 or LINE 2 button.
3. Talk into the headset microphone.
4. When finished, press the LINE 1 or LINE 2 button to hang up.

#### Cordless Handset

1. Press either the LINE 1 or LINE 2 button and wait for a dial tone. The display shows *L1* or *L2*.
2. Dial the number.
3. When finished, press the line button to hang up, or place the handset on the base cradle to hang up.

### Making a Call

Two calls may be handled simultaneously.

#### Handset Speakerphone

1. Press the SPEAKER button on the side of the handset.
2. Wait for a dial tone, and then dial the number. The display shows *L1* or *L2*, *TALK SPKR*, and the call timer.

OR

## Telephone Operation

---

1. Dial the number first.
2. Press the SPEAKER button and the number dials automatically. The display shows *L1* or *L2*, *TALK SPKR*, and the call timer.

*NOTE: If you press the SPEAKER button, a free line is automatically selected.*

3. When the party answers, speak into the microphone.
4. When finished, press the SPEAKER button again to hang up.

*NOTE: During a speakerphone call, if you want to switch to the handset, check the display to make sure which line you're using, and then press the corresponding line button.*

### Base Speakerphone

1. Press either LINE button on the base to get a line.
2. Wait for a dial tone, and then dial the number. The display shows *L1* or *L2*, *TALK SPKR*, and the call timer.  
OR

1. Dial the number first.
2. Press either line button to dial out. The display shows *L1* or *L2*, *TALK SPKR*, and the call timer.
3. When the party answers, speak into the microphone.
4. When finished, press the SPEAKER button again to hang up.

### Headset

1. Insert the headset plug into the jack on the handset.

*NOTE: The headset must be properly inserted into the jack.*

2. Press either LINE button.
3. Dial a number. The number shows in the display, and the length of the call shows in the display.
4. When the party answers, speak into the headset microphone.
5. When finished, press the LINE button to hang up.

OR

1. Insert the headset plug into the jack on the handset.
2. Dial a phone number.
3. Press either LINE button. The display shows *L1* or *L2*, *HEADSET* and the call timer.
4. When the party answers, speak into the headset microphone.
5. When finished, press the line button to hang up.

### Cordless Handset

1. Press either LINE button.
2. Dial a number. The display shows *L1* or *L2*, *TALK*, and the call timer.
3. When the party answers, speak into the handset microphone.
4. When finished, press the LINE button to hang up.

OR

1. Dial a phone number.
2. Press either LINE button. The display shows *L1* or *L2*, *TALK*, and the call timer.
3. When the party answers, speak into the handset microphone.
4. When finished, press the LINE button to hang up.

*NOTE: To switch to the speakerphone, press the SPEAKER button on the handset side anytime during a call.*

### Volume

#### Handset Speakerphone

There are five volume levels for the handset receiver and handset speakerphone and eight volume levels for the base speakerphone.

While in TALK mode, press the ▲/▼ button located on the side of the handset or the VOLUME ▲/▼ button to adjust speaker volume level. The display shows the selected volume level.

#### Handset Receiver

During a call, press the VOLUME ▲/▼ button on the handset side to adjust the receiver volume level. The display shows the selected volume level.

### Paging All Handsets

The page feature helps you locate a misplaced handset. To send and receive pages, all cordless handsets must be registered to the base. To register a handset, refer to the Handset Registration section of this manual for instructions.



1. Press the PAGE/INTERCOM button. The display shows:

PAGING  
FROM BASE

2. Press PROGRAM/OK. All registered handsets generate the paging tone for 60 seconds and display the following message:
3. To stop the paging tone, press any button on the handset.

### Hold

#### Placing an Outside Call on Hold (Single line)

1. Press the HOLD button. The display shows:

*NOTE: On the base, the corresponding line indicator flashes to indicate the line is on hold.*

2. To pick up the call, users at any handset or the base may press the corresponding line button.

#### Placing a Conference Call on Hold (Both Lines)

During a conference call using both lines, press the HOLD button to put each line on HOLD.

#### Auto Hold/Intercom

1. Press the PAGE/INTERCOM button during a call, and the line in use is automatically placed on hold. The display shows:
2. Press the FLASH/EXIT button to place the call on hold. The display shows:

▶ INTERCOM?  
TRANSFER?

▶ HANDSET #1  
L1: HOLD L2: MAIL

Handset

▶ SUN 12:58 AM  
L1: HOLD L2: MAIL

Base

▶ INTERCOM TO #  
L1: HOLD L2: MAIL

OR

3. Press the PROGRAM/OK button to initiate an intercom call. The display shows:

*NOTE: Refer to the Intercom section of this manual for more information on conducting intercom calls.*

### Hold Reminder

When an outside line holding, Hold reminder makes the system wait for a predetermined period of time before it generates a reminder tone.

### Hold Recall Ring

If a call holds longer than three minutes, all registered handsets generate a reminder tone, and HOLD shows in each display.

Press the LINE 1 or LINE 2 button on the handset or base to pick up the call.

*NOTE: If a holding call is not picked up within five minutes, the call is disconnected.*

### Flash

Use the flash feature to activate custom calling services such as call waiting or call forwarding, which are available through your local phone company. If you subscribe to the combined Call Waiting Caller ID service from your local telephone company, you will receive Caller ID information (if available) on Call Waiting calls. During a phone call, you will hear a beep to indicate another call is waiting on the line and Caller ID information for the waiting call shows on the handset display. To connect to the waiting call:

1. Press the FLASH/EXIT button when you hear the call-waiting tone in the handset receiver. Your original call is automatically placed on hold. The display shows:
2. Answer the incoming call.
3. To return to the original call press the FLASH/EXIT button again. Or you may switch back and forth between the two calls by pressing the flash button.

*NOTE: The flash function does not affect the call timer. The timer counts continuously after the Flash feature is activated.*

L1  
TALK MM:SS  
FLASH

## Telephone Operation

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### Pause

Use the #PAUSE button to insert a delay in the dialing sequence of a telephone number you want to store in memory (for example, when you must dial 9 to get an outside line, or when you must enter codes to access your bank's information line). Pause is displayed as " P."

*NOTE: You may add more than one pause if a longer delay is needed.*

### Out of Range Warning

When using your cordless handset, if you move too far away from the base, you will hear a long warning tone, and the display shows *OUT OF RANGE*. This means you are out of range of the base, and you may lose the link between your handset and base. You must move closer to the base.

Once you move within range of the base, the warning tone stops and the display returns to normal.

If you do not move into base range within 30 seconds, the handset loses its link with the base, and the base automatically puts your call on hold. *NO LINK TO BASE* shows in the display.

### Battery Low Warning

When the battery voltage level is low, *LOW BATTERY* shows in the display, and you will hear a warning beep. If you are on the phone when the battery gets low, you will hear the warning beep every 15 seconds. Finish your call as soon as possible; otherwise your call is put on hold after approximately five minutes and is disconnected. You will need to use another handset to retrieve the call.

### Exit

You may press the FLASH/EXIT button any time to exit the current operating mode.

### Mute

Use the mute feature to turn off the microphone so you can have a private, off-line conversation.

1. During a phone call, press the MUTE button. The mute indicator light turns on.
2. To reactivate the microphone, press MUTE again.

### Using Another Line During a Conversation

#### Base

1. If you are using LINE 1 and you receive a second call on another line, or want to make another call, press the HOLD button to put the first call on LINE 1 on hold. The LINE 1 indicator light flashes slowly, and the display shows *LINE 1 ON HOLD*.
2. Press the LINE 2 button make another call or answer a second call. The LINE 2 indicator turns on.

*NOTE: If you are engaged in a call and you receive a second call on another line, you will hear the call waiting ringer from the speaker.*

3. To return to LINE 1 and disconnect LINE 2, press the LINE 1 button.

OR



4. Press the HOLD button to place LINE 2 on hold, then press the LINE 1 button for the first call on line one.

### **Cordless Handset**

If you are using LINE 1 and you receive a second call on LINE 2, or want to make another call on LINE 2, press the HOLD button to put the first call (on LINE 1) on hold. The display shows LINE 1 on hold.

2. Press the LINE 2 button to answer a second call or to make a new call.
3. To return to the first call and disconnect the second call on LINE 2, press the LINE 1 button.

OR

4. Press the HOLD button to place the second call on hold, then press line one to return to the first call.

### **Redial**

#### **Speakerphone**

1. Press REDIAL. The last number dialed shows in the display.
2. Press the SPEAKER button to redial that number.

OR

1. Press the SPEAKER or a line button.
2. Press the REDIAL button to dial the last number you called.

#### **Headset**

Press either line button, then press the REDIAL button.

#### **Cordless Handset/Speakerphone**

1. Press either line button.
2. Press the REDIAL button, and the phone redials the last number you called.

OR

1. Press the REDIAL button first. The last number you dialed shows in the display.
2. Press the SPEAKER or a line button to dial the number showing in the display.

#### **Base Speakerphone**

1. Press either line button on the base.
2. Press the REDIAL button.

OR

1. Press the REDIAL button first. The last number you dialed shows in the display.
2. Press the SPEAKER or a line button to redial the number shows in the display.

### Headset

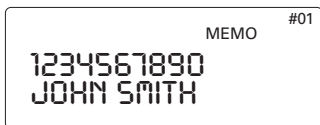
1. When the headset is connected to the handset, press either line button.
2. Press the REDIAL button. The last number you dialed shows in the display.
3. When finished, press the line button to hang up.

### Memory

You can store 20 names (up to 15 characters) and phone numbers (up to 15 characters) in the base and handset memory. The handset and base memory locations are separate.

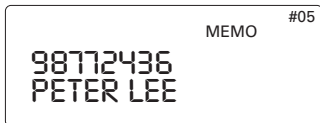
#### Reviewing Records in Directory Memory

The first stored record is marked as #01 and the last record as #20. Since the memories in the handset and base are separate locations, the records stored in each handset and the base may be different from one another.



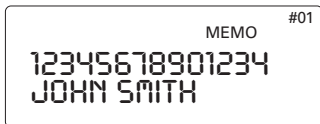
1. Press the DIR button. The phone displays the first record stored in the memory, for example:

*NOTE: If the memory location is empty, the display shows EMPTY.*



2. Press the ▲/▼ button to select the directory index, or use the touch-tone pad to enter the memory location number you want to display (for example, press the DIR button and enter 05 to display record #05).

*NOTE: The display shows the telephone number (up to 15 digits). If the number is longer than 15 digits, press the REDIAL/FORMAT button to view the remaining digits.*



*NOTE: If the record does not include name information, the bottom row of the display is empty.*

#### Storing Names and Number in Directory Memory

1. Select an empty memory location, and then press PROGRAM/OK. *ENTER NAME* shows in the display.
2. Use the touch-tone pad to enter the name (up to 15 characters). More than one letter is stored in each of the number keys. For example, to enter the name Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Wait for one second. Press the 5 key 3 times for the second letter L, and wait 1 second for the cursor to automatically move to

the next position. Press the 1 key to insert a space between the L and the S. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

*TIPS: Use the ▲/▼ button to move the cursor backward or forward in the display.*

If you make a mistake, use the DELETE button to delete one character or digit at a time.

3. Press the PROGRAM/OK button. The display shows *ENTER NUMBER*.
4. Use the touch-tone pad to enter the telephone number.
5. Press PROGRAM/OK to store the name and number in memory. You will hear a confirmation tone.

*NOTE: The telephone number field cannot be empty. If you have not entered a telephone number, the record cannot be stored.*

### Editing Records Stored in Directory Memory

1. Press the DIR button
2. Press the ▲/▼ button, or use the touch-tone pad to enter the directory index.
3. Press the PROGRAM/OK button.
4. Use the ▲/▼ button to move the cursor to the character you want to edit.
5. Use the touch-tone pad to enter the new character(s). More than one letter is stored in each of the number keys. For example, to enter the name Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Wait for one second. Press the 5 key 3 times for the second letter L, and wait 1 second for the cursor to automatically move to the next position. Press the 1 key to insert a space between the L and the S. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.
6. Press PROGRAM/OK to store the name. The cursor moves to the telephone number field.
7. Use the ▲/▼ button to move the cursor to the digit you want to edit.
8. Use the touch-tone pad to enter the correct number.
9. Press the PROGRAM/OK button to store the name and number in the memory. You will hear a confirmation tone.

### Deleting Records from Directory Memory

1. Press the DIR button.
2. Press the ▲/▼ button, or enter the index number with the touch-tone pad.
3. Press the DELETE button to delete the record. The display shows *DELETE?*
4. Press DELETE again to confirm. You will hear a confirmation tone and the display shows *EMPTY*.

## Telephone Operation

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### Dialing a Number Stored in Directory Memory

1. Press the DIR button.
2. Press the ▲/▼ button, or enter the index number with the touch-tone pad.
3. Press the LINE 1 or LINE 2 button to dial the number on display.

### Chain Dialing from Memory

Use chain dialing to make calls that require a sequence of numbers, such as a calling card number used for a frequently called long distance number. The following example shows how you can store each part of the long dialing sequence and use chain dialing to make a call through a long distance service.

| <i>The Number For</i>                  | <i>Memory Location</i> |
|--|------------------------|
| Long Distance Access Number            | 07                     |
| Authorization Code                     | 08                     |
| Frequently called long distance number | 09                     |

1. Press the LINE 1 or LINE 2 button.
2. Press the DIR button, and then press memory location 07. The phone automatically dials the long distance access code you stored in that memory location.
3. When you hear the access tone, press the DIR button, and then press memory location 08. The phone automatically dials the Authorization code stored in that memory location.
4. At the next access tone, press the DIR button again, and then press memory location 09. The phone automatically dials the long distance number stored in that memory location.

#### NOTE:

1.) Chain-Dialing combinations may include:

*On line > Manual Dialing + Directory*  
*Manual Dialing > On line + Directory*  
*Directory > On line > Manual Dialing*  
*On line > Directory + Manual Dialing*  
*On line > Directory + Directory*

2.) If you use Caller ID with Chain-Dialing, you must dial the Caller ID number first. Otherwise, chain dialing does not work.

*Caller Number (Caller ID callback) + Manual Dialing*  
*Caller Number (Caller ID callback) + Directory*

## Intercom Basics

A two-way intercom is possible between the base and a cordless handset or between two cordless handsets. The number assigned to a handset at registration is the extension number. The base extension number is 0.

*NOTE: The system supports four handsets at one time in intercom mode. For example, if you have four registered handsets on the system and two handsets are in conference with an outside line, the remaining two handsets can also intercom at the same time.*

### Making Intercom Calls with the Base

1. Press the PAGE/INTERCOM button on the base.
2. Use the ▲ / ▼ button to scroll to *INTERCOM?*. It displays as:
3. Press PROGRAM/OK. The display shows:



INTERCOM TO #



▶ INTERCOM?  
TRANSFER?

*NOTE: If an outside call is in progress, and you press the PAGE/INTERCOM button on the base, the display shows:*

4. Enter the one-digit station number (#1 through 8 for all registered handsets, #0 for the base).

### Making Intercom Calls with a Handset

1. Press the INT button on the handset. The base displays:
2. Enter the one-digit station number (#1 through 8 for handset, #0 for base).

Refer to the following example for additional intercom assistance:

1. Station 3 makes an intercom call to station 2. Station 3 displays:



INTERCOM TO #2  
RINGING

INTERCOM FROM #3  
RINGING

INTERCOM FROM #3  
SPEAKERPHONE

2. Station 2 rings and displays:

3. To answer, station 2 presses either the INT button to answer the intercom call.

*NOTE: If SPEAKER is pressed, the display shows:*

*NOTE: To answer an intercom call (from a handset) with the base, press the PAGE/INTERCOM button.*

4. When finished, press the PAGE/INTERCOM or FLASH/EXIT button on the base or the INT or FLASH/EXIT button on the handset to hang up.

*NOTE: If an intercom call is not answered within 60 seconds, the intercom call is automatically cancelled.*

*NOTE: The LINE1 or LINE2 buttons do not operate during the intercom ring or during an intercom call.*

### Using Intercom with External Calls

You may make an intercom call when you are on the line with an external call.

▶ INTERCOM?  
TRANSFER?

INTERCOM TO #  
L2: HOLD

SYSTEM BUSY

1. Press the PAGE/INTERCOM button. The display shows:

2. The external call is put on HOLD.

3. Press the PROGRAM/OK button. The display shows:

*NOTE: If the system is busy (the intercom path is in use by another intercom caller or the Caller ID Database is in use), you will hear a warning tone when you press the INT button. The display shows:*

INTERCOM BUSY

*NOTE: If two other stations are using the intercom, and you press the PAGE/INTERCOM button, the display shows:*

INTERCOM TO #2  
BUSY

*NOTE: If the station you want to intercom with (for example, station 2) is busy, the display shows:*

INTERCOM TO #2  
RING OFF

*NOTE: If station #2's ringer is turned off, the sender's display shows:*

*NOTE: The called party can still take the intercom call, even when the ringer is off.*

### Answering Intercom Calls

When you receive an intercom call, your handset or base rings and the display shows:

INTERCOM TO #3  
RINGING

INTERCOM BASE  
RINGING

INTERCOM FROM #3  
TALKING

1. Press the PAGE/INTERCOM button on the base or the INT or SPEAKER button on the handset to take the intercom call. For example, if you receive an intercom call from station #3, your display shows:

Or if you are using the speakerphone when you receive in intercom call, press the SPEAKER button on the side of the handset. The display shows:

INTERCOM FROM #3  
SPEAKERPHONE

2. When finished, press the PAGE/INTERCOM or FLASH/EXIT button on the base or the INT or FLASH/EXIT button on the handset to hang up.

### Transferring a Call

You may transfer an external telephone call between two cordless handsets or between a registered handset and the base.

▶ INTERCOM?  
TRANSFER?

INTERCOM?  
▶ TRANSFER?

TRNSF L1 TO #  
L1: HOLD

HANDSET #2  
L1: TRNF

HANDSET #X  
L1: HOLD

1. During a call, press the PAGE/INTERCOM button. Your original call is put on hold, and your display shows:

2. Use the ▲/▼ button to scroll to *TRANSFER?*

3. Press the PROGRAM/OK button. The display shows:

4. Use the touch-tone pad to enter the handset extension number within 10 seconds. You will hear a confirmation beep. The receiving handset generates the transfer ringer, and its display shows:

*NOTE: The system transfers the call to LINE 1 first. If it is busy, it transfers the call to LINE 2.*

5. To answer, the receiving handset presses the corresponding line button.

*NOTE: During the call transfer, all other handsets display:*

*NOTE:*

*1. When a call is transferred to an extension, the user at that station must answer the call before it is transferred to another handset.*

*2. Users at other extensions may press the corresponding line button to answer transferred calls.*



3. If a call is transferred to a handset in use, the user at the receiving handset hears the Call Waiting ringer. If the user answers the transferred call, the original call is placed on hold.

4. During a 3-way conference call with two outside lines, it is possible to transfer one party to another extension using the above procedure described.

### Transferring An Outside Call Through Intercom

1. If you want to make an intercom call during an external call, press the PAGE/INTERCOM button. The line you are using is automatically put on hold, and your display shows:



▶ INTERCOM?  
TRANSFER?

2. Press the PROGRAM/OK button. The display shows:



INTERCOM TO #  
L1: HOLD

3. Use the touch-tone pad to enter the extension. For example, if you want to intercom with handset #2, press the 2 key. When the receiving party answers the intercom call, your display shows:



▶ TRANSFER?  
CONFERENCE?

The receiving handset displays:

5. To complete the transfer, press the PROGRAM/OK button when the arrow in the display points to TRANSFER. The sending handset returns to standby mode.



INTERCOM FROM # \_  
TALKING

### Conference Call Basics

You can use conference call feature when you have calls on each line and want to have a three way conversation. At least one party must be on an external line.

#### Conference Call

This feature allows you to join two additional calls to make a conference call. For example, if you are using Handset # on line 1, and you want to conference with Handset #2, Handset #2 may press the L1 button to join the call.

*NOTE: During the conference call, if either party in conference presses the HOLD button, the conference call is placed on hold.*

▶ INTERCOM?  
TRANSFER?

INTERCOM TO #  
L1: HOLD

INTERCOM TO #2  
RINGING

INTERCOM FROM #3  
RINGING

INTERCOM FROM #3  
TALKING

▶ TRANSFER?  
CONFERENCE?

L1  
CONF MM:SS

### Conferencing Through Intercom

1. During a call, press the PAGE/INTERCOM button, and your original call is put on hold. The display shows:

2. Press the PROGRAM/OK button. The display shows:

3. Use the touch-tone pad to enter the handset extension number. For example, if you want to conference with handset #2 press the 2 key. Your display shows:

The receiving handset displays:

4. To answer, the receiving handset presses the INT button, and its display shows:

Your display shows:

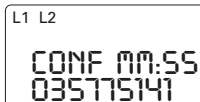
5. Use the ▲/▼ button to scroll to *CONFERENCE?*.

6. Press the PROGRAM/OK button. The conference is established and your display shows:

### Three-way Conferencing with External Calls

Since this is a two-line phone, you may conduct a 3-way conference call with two outside lines.

1. During a call, press the HOLD button to put LINE 1 on hold.
2. Press the LINE 2 button, and dial a telephone number. Or answer an incoming call on LINE 2.
3. Press the CONF button to establish a 3-way conference with the two external calls. Your display shows:
4. When finished, press CONF again, or place your handset on the base cradle to hang up both lines.
5. Or, you may press the LINE 1 button to keep the call on line one and drop the call on LINE 2, or press the LINE 2 button to keep the call on LINE 2 and drop the call on LINE 1.



L1 L2  
CONF MM:SS  
035775147

*NOTE: During your 3-way conference call, you may press the HOLD button to place the external calls on hold.*

*NOTE: During your external 3-way conference, internal handsets are unable to join the conference. If a user at a registered handset presses a line button during an external 3-way conference call, the display shows:*



SYSTEM BUSY

### Caller ID (CID)

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

Caller ID (CID) is a call identification service available from your local telephone company. To receive CID information on this system, you must subscribe to CID service through your local telephone company.

When your telephone rings, and you are subscribed to Caller ID service, your cordless telephone receives CID information (if available) transmitted from your local telephone company

### Call Waiting Caller ID

Call Waiting Caller ID service lets you see who is calling while you are on the phone. When you are on the phone and you receive a Call Waiting Caller ID call, you hear a tone in the receiver signifying there is a call waiting on the line, and CID information shows in the display. If desired, you may press the FLASH button to put the first call on hold and answer the call waiting call.

### Caller ID (CID) Database

If you are not at home or cannot answer a call, your multi-handset system stores up to CID 50 records in the CID database (each CID record includes the first 15 characters for a name and the last 15 digits for a number). When the 51<sup>st</sup> call is received, the oldest CID record (1<sup>st</sup> call) is automatically deleted.

If the phone is showing Caller ID information and another call is received on the other line, the new Caller ID information is displayed.

All Caller ID information is stored in the base, and all registered handsets may retrieve information from the Caller ID database on handset at a time.

*NOTE: The system uses the intercom path to access and retrieve information from the CID database. When the CID database is in use, the intercom cannot be used. Conversely, when the intercom is in use, CID memory cannot be accessed.*

*NOTE: If you programmed your local area code, your display shows only the seven-digit telephone number when you receive a call from within your area code.*

### Reviewing CID Records

As calls are received and stored, you may access the CID Database to review the records.

1. Make sure your phone is OFF (not in use).
2. Press the CID button on the base or handset. The display shows the number of new CID records and the total number of CID records.

3. Press the ▲ or ▼ button to scroll through the CID database. The display shows new and repeated call information and the index number.

*NOTE: If you try to access the CID database while another user is accessing the CID Database, the display shows SYSTEM BUSY.*

### Caller ID Display Icons

L1 or L2 - LINE 1 or LINE 2; indicates the telephone line in use.

CALL# - Indicates the index number for the Caller ID record.

NEW - Indicates a new Caller ID record is received.

REPT - Indicates the call record was received at least twice on the same date. The *REPT* and *CALL #* counter information may only be displayed in through the Caller ID database.

O/00 -Indicates the month and date range.

00:00AM or PM - Indicates the hour range from 00-23 (12AM-11AM, 12PM-11PM) and the minute range (00-59).

### Reviewing CID Records

As calls are received and stored, you may access the CID database to review the records.

1. Make sure your phone is OFF (not in use).
2. Press the CID button to enter the Caller ID database. The display shows the amount of new CID records received and the total number of CID records received. For example, the database may have 12 new caller ID records and 36 total caller ID records.
3. Use the ▲ or ▼ button to scroll though the records. If the database is empty, the display shows:

*NOTE: The Caller ID database uses the same path as the intercom, so the display shows SYSTEM BUSY if you try to make an intercom call while reviewing the Caller ID database. If you experience interference from other wireless equipment or you move out of range of the base when accessing the Caller ID database, your display shows:*



NEW CID: XX  
ALL CID: YY



NEW CID: 00  
ALL CID: 00



NO LINK TO BASE  
TRY AGAIN!

## DELETING A CID RECORD

You may delete a CID record from the Caller ID database when that CID record shows in the display.

1. Press the DELETE button. The display shows *DELETE?*
2. Press the DELETE button again. You will hear a confirmation tone. *DELETED* shows in the display, and the next CID record shows in the display.

## Deleting All CID Records from the CID Database

You may delete all CID records from the Caller ID database after all records are reviewed.

1. Make sure the phone is OFF (not in use).
2. Press the CID button.
3. Press the DELETE button. The display shows:
  4. Press the DELETE or PROGRAM/OK button to confirm. The display shows:

NEW CID: XX  
DELETE ALL?

NEW CID: 00  
ALL CID: 00

L1 11:55 AM 2/01 CALL #15  
922-5123  
JOHN SMITH

### 7 digit formatting

L1 11:55 PM 2/01 CALL NEW #15  
135-922-5123  
JOHN SMITH

### 10 digit formatting

L1 11:55 PM 2/01 CALL #15  
1-135-922-5123  
JOHN SMITH

### 11 digit formatting

## Dialing A CID Record

While reviewing the Caller ID records, you may dial the phone number showing in the display. There are three ways to dial the telephone number stored in a Caller ID record. With each press of the REDIAL/FORMAT button, you may change the dialing format from 7 digits to 10 digits to 11 digits respectively.

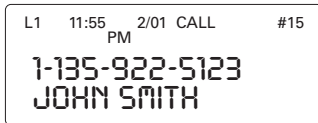
1. Press the REDIAL/FORMAT button to select the telephone number format.
2. Press the L1 or L2 button, and the number is automatically dialed.

*NOTE:*

1. When you change the dialing format of a displayed number, you do not change the Caller ID database.
2. If the line is busy when you presses [LINE 1 or LINE 2] key, the phone won't dial the number.
3. If the displayed number's area code is NOT the same as the programmed area code, the system automatically adds the number 1 to the dialing sequence.

### Transferring A CID Record To Directory Memory

If you want to store the CID record showing in the display in memory:



L1 11:55 PM 2/01 CALL #15  
1-135-922-5123  
JOHN SMITH

1. Press the REDIAL/FORMAT button. The display shows:
2. Press the REDIAL/FORMAT button to select the format you want to store the number in.
3. After you select the dialing format, press and hold the DIR button to enter directory memory.
4. Press the ▲ or ▼ button, or use the touch-tone pad to enter the memory location number.
5. Press the PROGRAM/OK button to confirm. The display shows:
6. Press the ▲ or ▼ button to scroll to YES, and press PROGRAM/OK to save. You will hear confirmation tone.



MEMO #14  
REPLACE RECORD?  
NO?

*NOTE:*

*If the memory location is empty, REPLACE RECORD does not show in the display and the telephone number is automatically stored. A Caller ID record must contain a telephone number; otherwise it cannot be stored in directory memory.*

## Telephone Operation

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### Call Waiting Caller ID Deluxe

This phone system is Call Waiting Caller ID Deluxe compatible so you may receive Call Waiting Caller ID information from your local telephone company's central office if you subscribe to Call Waiting Caller ID service. There is a Call Waiting Type (2.0/2.5) selection switch on the back of this unit. When the telephone company provides Call Waiting Type 2.5 service (not available in all areas), you may set the switch to Type 2.5 position to activate and use the 2.5 function buttons.

This is a telephone service that identifies a waiting caller without interrupting your current call. This feature gives you the informed choice of whether or not to take the incoming call. The operation is the same as the normal operation. Please see the example below:

When you are on the line and you receive another call on the same line, you will hear a short alert signal from your telephone company. Your unit automatically displays the new incoming Caller ID information.

### Answering Machine and Mailbox Operation

Your 21230 answering machine features out-going message (greeting) recording, in-coming message recording, playback, skip, repeat, erase, and memo (base only). Total recording time is up to 30 minutes. Greeting length for each telephone line may range from three seconds to two minutes. Incoming recorded messages and memo messages are unlimited in length.

This unit has two individual voicemail boxes, one for each line. For your privacy, you may set passwords for each mailbox. Mailboxes may be accessed remotely. Each incoming message may be stamped with day and time. If you need assistance operating your answering machine, a voice menu is available.

*NOTE: You may only access one mailbox at a time. If a mailbox is in use, and you try to access a mailbox, MAILBOX BUSY shows in your display. You must wait until the other user is finished. If calls are received simultaneously, the machine records calls in chronological order.*

LINE 1 ANS ON  
REC GREETING?

LINE 1  
ANSWERER OFF

#### Turning the answerer on – LINE 1

Press the LINE 1 ANSWER button. The unit announces "LINE 1 Answerer On," and then plays the greeting. During playback, the display shows:

#### Turning the answerer Off – LINE 1

While the answerer is ON, press the LINE 1 ANSWER button. The unit announces "LINE 1 Answerer Off," and the display shows:

*NOTE: If you remotely check the answering machine, the system answers on the 10th ring if it is turned off, and you will hear "Answerer Off." To access the answering machine, enter your 3-digit security code within eight seconds or the unit hangs up.*



## Answerer On/Off Indicator

The answerer indicator light (for each telephone line) is lit when the answering machine is turned ON. The indicator light is OFF when the machine is turned OFF.

## Turning On/Off the Answerer – Line 2

Press the LINE 2 ANSWER button to turn the answer on or off.

## Recording a Personal Mailbox Greeting

### Line 1

1. Press the LINE 1 ANSWER button. The unit announces “Line 1 Answerer On,” and then plays the current greeting. During playback, the unit displays:

LINE 1 ANS ON  
REC GREETING?

2. Press the PROGRAM/OK button. The display shows:

RECORD LINE 1  
GREETING

Wait for the voice prompt, “Please begin speaking after the tone”. The display shows:

SPEAK AFTER  
BEEP TONE

3. After the tone, speak into the microphone and record your new greeting. The recording time shows in the display.
4. When finished recording, press the STOP button. You will hear a beep and the new greeting automatically plays.

RECORDING  
TIME: 00:00

*NOTE: The system uses the factory default greeting if you don't record a personal greeting, or if you delete a personal greeting.*

## Deleting Your Personal Greeting – Line 1

1. When the LINE 1 ANSWER is turned OFF, press the LINE 1 ANSWER button. The unit announces “Line 1 Answerer On,” and then plays your personal greeting. During playback, the display shows:

LINE 1 ANS ON  
REC GREETING

2. Press the DELETE button twice during greeting playback. The system uses the factory default greeting instead.

### Rings To Answer

This setting allows you to select the number of times the system rings before the answering system answers an incoming call.

1. While the unit is in standby mode, press the PROGRAM/OK button and select the corresponding item. The display shows:

▶ SET ANSWERER  
DAY AND TIME

2. Press the PROGRAM/OK button. The display shows:

▶ L1 RING NO.  
L2 RING NO.

3. Select L1 RING NO. or L2 RING NO., and then press the PROGRAM/OK button to confirm. The display shows:

L1 RING NO.  
3

OR

L2 RING NO.  
3

4. Use the ▲/▼ button to select the number of rings. The display shows:

L1 RING NO.  
5

OR

L2 RING NO.  
TOLL SAVE

L1 RING NO.  
5 OK!

OR

L2 RING NO.  
TOLL SAVE OK!

5. Press PROGRAM/OK button to confirm. The display shows:

*NOTE:*

*Selecting "3" allows the mailbox to answer incoming calls on the 3<sup>rd</sup> ring.*

*Selecting "5" allows the mailbox to answer incoming calls on the 5<sup>th</sup> ring.*

*Selecting TOLL SAVE" allows the mailbox to answer incoming calls on the 3<sup>rd</sup> ring - only when there is a new message. If there is no new message, the mailbox answers the incoming call on the 5<sup>th</sup> ring. You may use this feature to save on long distance tolls when you remotely check for messages.*

## Setting the Mailbox Password

▶ SET ANSWERER  
DAY AND TIME

1. While the unit is in standby mode, press the PROGRAM/OK button, and select the corresponding item. The display shows:

▶ L1 RING NO.  
L2 RING NO.

2. Press PROGRAM/OK again. The display shows:

▶ L2 RING NO.  
L1 PASSWORD

3. Press the ▲/▼ button to select L1 PASSWORD or L2 PASSWORD.

OR

▶ L1 PASSWORD  
L2 PASSWORD

OR

▶ L2 PASSWORD  
L1 RING NO.

## Telephone Operation

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L1 PASSWORD  
101

OR

L2 PASSWORD  
202

4. Select the PASSWORD item, and then press PROGRAM/OK to confirm. The display shows:

L1 PASSWORD  
123

OR

L2 PASSWORD  
789

5. Enter the new 3-digit password, and then press PROGRAM/OK again. The display shows:

L1 PASSWORD  
123 OK!

L2 PASSWORD  
789 OK!

6. Press PROGRAM/OK to confirm. The display shows:

L1 PASSWORD  
DELETE?

L2 PASSWORD  
DELETE?

7. If you decide to keep the factory default value, press the DELETE button. The display shows:

L1 PASSWORD  
101 OK!

L2 PASSWORD  
202 OK!

▶ DAY AND TIME  
PRIME LINE

DAY AND TIME  
TUESDAY

DAY AND TIME  
FRI 11:39

DAY AND TIME  
FRI 6:12 AM

DAY AND TIME  
TUE 6:12 AM OK!

8. Press the DELETE button again. The display shows:

### Day and Time Setup

This allows you to set the time and day stamp attached to each message. The default value is *SUNDAY 12:00AM*.

Although you can manually set the time and day, the unit automatically updates the time and day through the incoming Caller ID information.

1. When the unit is in standby mode, press the PROGRAM/OK button on the base and press the ▲/▼ button to select the *DAY AND TIME*. The display shows:
2. Press PROGRAM/OK again. The base displays:
3. Press the ▲/▼ button to select the day.
4. Press PROGRAM/OK to confirm. The display adjusts the day. For example:
5. Use the touch-tone pad to enter the time.
6. Press PROGRAM/OK to confirm. The display adjusts the time. For example:
7. Press ▲/▼ button to select AM or PM.
8. Press PROGRAM/OK to confirm. The display shows:

### Recording an Incoming Message

*NOTE: The answerer has two mailboxes, one for each line. All incoming messages received on LINE 1 are stored in Mailbox 1, and all incoming messages received on LINE 2 are stored in mailbox 2.*

## Answering and Recording Incoming Calls

The answerer will answer incoming calls after certain number of rings as you set. When your mailbox is turned ON, indicator lamp on the base will be lit. The incoming caller will hear the GREETING and then a long beep. They can leave a voice message in your mailbox.

## Screening Calls

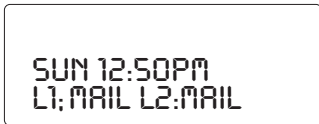
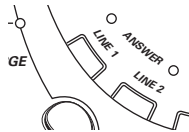
You may screen incoming calls by listening as the caller leaves a message. If you want to talk to that caller, pick up any extension phone. The answering machine volume (TAD) is adjustable. You may choose from eight levels.

To take the call, press the LINE 1 / LINE 2 button on the base or handset. The recording immediately terminates and no message is recorded in the mailbox.

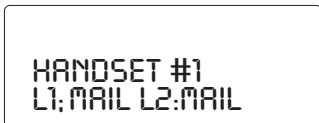
## Message Indicators

### Base

The corresponding line's answer indicator light blinks to indicate there is at least one new incoming message stored in the mailbox.



The base display shows:



### Handset

When the answerer receives a new message, the handset display shows

MAILBOX 1 11/15  
MAILBOX 2 02/08

### Playing Incoming Messages

1. When the unit is idle, press the PLAY/STOP button once. You will hear *"Please enter mailbox number"* and the display shows:
2. Press the ▲/▼ button or the press the 1 or 2 key on the touch-tone pad to select the mailbox.
3. Press PROGRAM/OK to confirm.
4. After selecting the mailbox (and after entering the password if a password is set), the machine announces and plays the messages as follows:

*"Mailbox 1 (or 2), you have X new messages. Message 1 <message>, day-time stamp, beep. Message 2 <message>, day-time stamp, beep.... end of messages."*

XX NEW MESSAGES  
MAILBOX 1

OR

XX MESSAGES  
MAILBOX 2

If there is no new message, the unit plays all previously received messages, followed by a voice prompt (for example, *"Mailbox X, you have Y messages"*). The display shows:

MESSAGE 01  
MAILBOX 1

At the beginning of each message, the unit announces and displays the message number. For example, during message 1 playback message the display shows:

4. Press PLAY/STOP again to stop or resume message playback. Or press the > button to skip the current message, or press the < button to repeat the message.

818-919-1010  
JOHN SMITH

*NOTE: During message playback, its corresponding Caller ID information shows in the display, for example:*

*To dial the number showing in the display, simply press the LINE 1 or LINE 2 button and the number is immediately dialed.*

### Memo Messages (Base Only)

You may leave memo messages or playback memo messages at the base.

#### Recording a Memo Message

PRESS 1, 2 FOR  
MAILBOX 1 OR 2

SPEAK AFTER  
BEEP TONE

MEMO RECORD  
TIME 00:35

1. In standby mode, press the MEMO button. The unit announces, *"Please enter mailbox number"* and the display shows:
2. Use the touch-tone pad to select Mailbox 1 or 2. The unit announces, *"Please begin speaking after the tone."* The display shows:
3. After the tone, speak into the microphone. The counter counts the recording time.
4. Press the STOP button when finished recording your memo. You will hear a beep.

#### Playing Memo Messages

See Playing Incoming Messages section for instructions.

#### Erasing Memo Messages

MESSAGE 03  
DELETE?

MESSAGE 03  
DELETE!

DELETE ALL?  
MAILBOX 2

1. During message playback, press the DELETE button. The display shows:
2. Press DELETE again, or press PROGRAM/OK to confirm the deletion. The display shows:
3. To delete all messages, press the DELETE button again. The display shows:



00 MESSAGE  
MAILBOX 2

4. Press DELETE again, or press the PROGRAM/OK button to delete all messages. The display shows:

*NOTE: DELETE ALL is only applicable one mailbox at a time. The system won't delete any new messages. You will hear a warning tone when you try to delete new messages.*

### Remote Operation

You can access your own mailbox with your cordless handset or by calling your own phone number while out of town.

#### From Your Cordless Handset

1. When your handset is idle, press the HOLD/ANS button.

*NOTE: Once you press the HOLD/ANS button, your handset's 1 key becomes the REPEAT button; the 2 key becomes the PLAY/STOP button; the 3 key becomes the SKIP key. And the voice menu is announced on your handset's receiver.*

The mailbox number shows in the display, and the corresponding mailbox number flashes if there is a new incoming call.

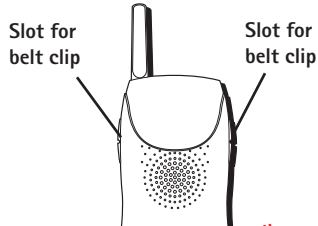
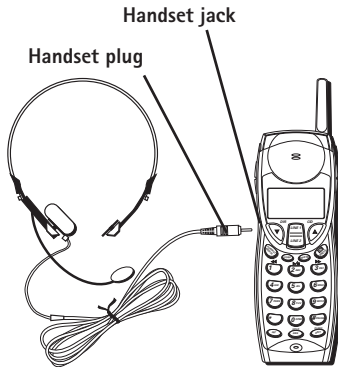
2. Select the mailbox and play the messages.
3. To end the remote operation, press the EXIT or HOLD/ANS button.

*NOTE: The message playback stops automatically if you press LINE 1 or LINE 2 to make a call. However, the message playback does not stop if you receive an incoming or intercom call.*

MAILBOX 1:09/15  
MAILBOX 2:00/00

#### From Any Touch-tone Phone

1. Call your own telephone number with a touch-tone telephone.
2. Enter the password for the corresponding mailbox as the greeting plays. The voice menu is announced.
3. Operate the mailbox with the following commands:
  - 1 = REPEAT
  - 2 = PLAY/STOP
  - 3 = SKIP
  - 4 = TURN ON the answerer
  - 7 = Review the voice menu
  - 0 = Erase message
4. To end remote operation, hang up the telephone.



Need picture of belt clip

### Memory Full

When the answering machine memory is full, the system answers incoming calls after the 10th ring. The unit announces "*Sorry, memory is full. Please erase message.*" You should access the mailbox by entering your remote password, and erase some messages.

### Connecting an Optional Headset to the Cordless Handset

For hands free conversation:

- Connect the optional headset to the HEADSET jack as shown below. The handset receiver and microphone are disabled when the headset is connected.
- Adjust the headset to rest comfortably on top of your head and over your ear.
- Move the microphone to approximately 2 to 3 inches from your mouth.
- Press the LINE button to answer or place a call before using the headset.

### Connecting the Belt Clip to the Handset

There are two slots, one on each side of the cordless handset.

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

### Base Unit

The unit does not work.

- Ensure the power supply is plugged in to the back of the base and into an electrical outlet.
- Remove the power adapter plug from the base and reconnect.

The unit does not ring.

- Ensure telephone line cord is properly connected to the phone jack.
- Check the ringer volume is set to OFF.
- If two cordless handsets are in use, the unit may not ring. The handset users will hear incoming call tone in the earpiece.

The line indicators do not work properly.

- Ensure telephone line cord is properly connected to the phone jack.

You cannot dial out

- Ensure telephone line cord is properly connected to the phone jack.

You cannot program certain functions

- Make sure the unit is standby mode.

You cannot make a call even if there is a free line.

- If four cordless handsets are in use, you may not be able to make a call. Wait until a handset in-use quits.

You cannot page a cordless handset.

- If either line is in use, you can not page. Wait until a handset in-use quits. The handset is too far away from the base unit. The handset is in use. Wait until a handset in-use quits.

You cannot store a name and phone number in the directory.

- Make sure the unit is in standby mode. Do not pause for over 30 seconds while programming.

While programming the unit starts to ring and stops the program.

- To answer the call, press either line button or the flashing line button. Start the process again from the beginning after hanging up.

The caller's information is not displayed.

- Other telephone equipment connected to your unit may be interfering. Disconnect it and try again. Other electrical appliances connected to the same outlet may be interfering with the Caller ID information. Telephone line noise may be affecting the Caller ID information.

## Troubleshooting Tips

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The display goes to the standby mode while viewing the Caller List or directory.

- Do not pause for over 30 seconds while searching.

When a second call is received on the same line, the unit does not display the new caller's information.

- If another call is received on the same line while: The Answering System is responding to a call, or the caller is placed on hold, the caller information will not be displayed.

You cannot redial the last number dialed

- If the last number dialed was more than 32 digits long, the number will not be redialed.

You cannot have a conversation using headset jack

- Make sure the headset is properly plugged into the headset jack on the base.

### **Cordless Handset**

The handset does not work

- Ensure the battery is fully charged.
- Clean the charge contacts and recharge the cordless handset.
- Ensure the battery is properly installed and try again.
- The handset is not registered to the base. Register the handset.

No link to base with error tone.

- You are too far away from the base. Move closer to the base and try again.

Static, sound fades in/out, interference from other electrical appliances.

- Move the cordless handset and the base away from other electrical appliances. Move closer to the base.

The unit does not ring.

- The ringer volume may be set to OFF. Select Low, Middle, or Hi.

The display is blank

- Ensure the handset battery is fully charged.

You cannot program function items, such as the line selection.

- Make sure the handset is in standby mode. Do not pause for more than 30 seconds while programming.

You cannot store a name and phone number in the directory.

- Make sure the handset is in standby mode. Do not pause for more than 30 seconds while programming.

While programming the unit starts to ring and stops the program.

- To answer the call, or press SPEAKER button or the flashing line button. Start the process again from the beginning after hanging up.

The caller's information is not displayed.

- Other telephone equipment may be interfering with your phone.
- Disconnect it and try again.  
Other electrical appliances connected to the same electrical outlet may be interfering with the Caller ID information. Move the cordless handset away from other electrical appliances.
- Telephone line noise may be affecting the Caller ID information.

The display goes to the standby mode while viewing the Caller List or directory.

- Do not pause for more than 30 seconds while searching.

You cannot register the cordless handset at the base.

- Fully charge the battery.

When a second call is received on the same line, the unit does not display the new caller's information.

- The Answering System is responding to a call, or
- A call is on hold, the caller information will not be displayed.

You cannot redial the last number dialed

- If the last number dialed was more than 32 digits long, the number can not be redialed.

You cannot have a conversation using the headset.

- Make sure that the headset is properly plugged into the headset jack.

The handset battery low displays

- Fully charge the battery.

The battery is fully charged, but low still displays.

- Clean the charge contacts and recharge the handset battery, or install a new handset battery.

### Voice Mail System/Answering System

The Answering System is on, but incoming messages are not recorded.

- Recording memory is full. Erase unnecessary messages to free some memory space for new incoming messages.

The base unit display shows "*MEMORY FULL*" and no new messages are recorded.

- Recording memory is full. Erase unnecessary messages to free some memory space for new incoming messages.

You cannot access your mailbox.

- Make sure that the base/cordless handset is in standby mode.
- If two cordless handsets or the base and a handset are in use, you may not be able to access the mailbox. Try again later.
- If "*ENTER PASSWORD*" is displayed, the password is activated. Enter the mailbox password.

You cannot access a mailbox from tone phone.

- Make sure you enter the correct password.

While recording a greeting message, the unit starts to ring and stops recording.

- To answer the call, press the LINE button. The unit starts to ring and recording. Hang up and start from the beginning.

During playback, incoming calls are heard.

To answer the call, press the line button. To resume playback play the message again after hanging up.

### Causes of Poor Reception

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

## General Product Care

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

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

## Service

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at **1-800-448-0329**. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by ATLINKS USA, Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at **1-800-448-0329**.

Or refer inquiries to:  
ATLINKS USA, Inc.  
Manager, Consumer Relations  
P O Box 1976  
Indianapolis, IN 46206

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase date \_\_\_\_\_

Name of Store \_\_\_\_\_

## Other Information

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### Limited Warranty

#### What your warranty covers:

- Defects in materials or workmanship.

#### For how long after your purchase:

- One year, from date of purchase.

(The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.)

#### What we will do:

- Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

#### How you get service:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

ATLINKS USA, Inc.  
c/o Thomson multimedia Inc.  
11721 B Alameda Ave.  
Socorro, Texas 79927

- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- Insure your shipment for loss or damage. ATLINKS accepts no liability in case of damage or loss.
- A new or refurbished unit will be shipped to you freight prepaid.

#### What your warranty does not cover:

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.



### **Product Registration:**

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

### **Limitation of Warranty:**

- The warranty stated above 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 ATLINKS USA, Inc., its agents, or employees 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. ATLINKS USA, Inc. 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:**

- This warranty does not apply. Contact your dealer for warranty information.

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Visit the RCA web site at [www.rca.com](http://www.rca.com)

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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.

**ATLINKS USA, Inc.**

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