

## HANDSET SOUND SIGNALS

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<i>Signal</i>	<i>Meaning</i>
A long warbling tone (with ringer on)	Signals an incoming call
One short beep, one long beep (several times)	Page signal
Three short beeps	Out of range
Four short beeps	Low battery warning

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## TROUBLESHOOTING TIPS

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### CALLER ID

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<i>Problem</i>	<i>Solution</i>
No Display	<ul style="list-style-type: none"><li>• Is battery fully charged? Try replacing the battery.</li><li>• If you are using AC power, make sure that the unit is connected to a non-switched electrical outlet. Disconnect the unit from the plug and plug it in again.</li><li>• Did you order Caller ID service from your local telephone company? The display won't work unless you order Caller ID service from your phone company.</li></ul>
Caller ID Error Message	<ul style="list-style-type: none"><li>• The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates either the presence of noises on the line, or that an invalid message has been sent from the telephone company.</li></ul>

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## TELEPHONE

<i>Problem</i>	<i>Solution</i>
No dial tone	<ul style="list-style-type: none"><li>• Check installation:<ul style="list-style-type: none"><li>— Is the base power cord connected to a working outlet?</li><li>— Is the telephone line cord connected to the base unit and the wall jack?</li></ul></li><li>• Disconnect the base from the wall jack and connect another phone to the same jack. If there is no dial tone in the second phone, the problem might be your wiring or local service.</li><li>• Is the handset out of range of the base?</li><li>• Make sure the battery is properly charged (12 hours).</li><li>• Is the battery pack installed correctly?</li><li>• Did the handset beep when you pressed the TALK button? Did the CHARGE indicator come on? The battery may need to be charged.</li></ul>
Dial tone is OK, but can't dial out	<ul style="list-style-type: none"><li>• Make sure the TONE/PULSE setting is programmed correctly.</li></ul>
Handset does not ring	<ul style="list-style-type: none"><li>• Make sure the RINGER switch on the handset is turned to ON.</li><li>• You may have too many extension phones on your line. Try unplugging some phones.</li><li>• See solutions for "No dial tone."</li></ul>
You experience static, noise, or fading in and out	<ul style="list-style-type: none"><li>• Change channels.</li><li>• Is handset out of range? Move closer to the base.</li><li>• Does the base need to be relocated?</li><li>• Charge battery.</li><li>• Make sure base is not plugged into an outlet with another household appliance.</li></ul>

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<i>Problem</i>	<i>Solution</i>
Unit beeps	<ul style="list-style-type: none"><li>• Place handset in base for 20 seconds to reset the security code. If that doesn't work, charge battery for 12 hours.</li><li>• Clean charging contacts on handset and base with a soft cloth, or an eraser.</li><li>• See solutions for "No dial tone."</li><li>• Replace battery.</li></ul>
Memory Dialing	<ul style="list-style-type: none"><li>• Did you program the memory location keys correctly?</li><li>• Did you follow proper dialing sequence?</li><li>• Make sure the TONE/PULSE setting is programmed correctly.</li><li>• Did you reprogram numbers into memory after power outage or battery replacement?</li></ul>

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## **CAUSES OF POOR RECEPTION**

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- 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 strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into an AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You're out of range of the base.

## **SERVICE**

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The FCC requires this product to be serviced only by the manufacturer or its authorized service agents. In accordance with FCC requirements, changes or modifications not expressly approved by Thomson Consumer Electronics could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this user's guide or contact Consumer Information at **1-800-448-0329**.

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 \_\_\_\_\_

CUSTOMER: CUT ALONG DOTTED LINE. ✂

## ACCESSORY ORDER FORM (OR CALL 1-800-338-0376)

DESCRIPTION	CATALOG NUMBER	PRICE*	QUANTITY	TOTAL
Replacement handset battery	BT-12	\$9.95		
AC power supply adapter	5-2470	\$13.65		

### For credit card purchases

Your complete charge card number, its expiration date and your signature are necessary to process all charge card orders.

Copy your complete account number from your VISA card.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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My card expires:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Copy your complete account number from your Master Card or Discover.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Copy the number above your name on the Master Card

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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My card expires:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Authorized Signature

Please make sure that this form has been filled out completely.

\*Prices are subject to change without notice.

Total Merchandise.....\$  
Sales Tax.....\$

We are required by law to collect the appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent.

Use VISA or Master Card or Discover preferably. Money order or check must be in U.S. currency only. No COD or Cash. All accessories are subject to availability. Where applicable, we will ship a superseding model.

Shipping/Handling.....\$ **\$5.00**

Total Amount Enclosed.....\$

Mail order form and money order or check (in U.S. currency) made payable to Thomson Consumer Electronics, Inc. to:

TCE  
Mail Order Department  
P.O. Box 8419  
Ronks, PA 17573-8419

Name \_\_\_\_\_  
Address \_\_\_\_\_ Apt. \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
Daytime Phone Number ( ) \_\_\_\_\_



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## LIMITED WARRANTY

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### What your warranty covers:

- Any defect in materials or workmanship.

### For how long after your purchase:

- One year.

(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 to make a warranty claim:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- Include evidence of purchase date such as the bill of sale. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

**Thomson Consumer Electronics, 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. Thomson accepts no liability in case of damage or loss en route to Thomson.
- 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. For additional information, ask your dealer.)
- Installation and set-up 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 God, 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.


### How state law relates to this warranty:

- This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

### If you purchased your product outside the USA:

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

Model 26975A  
15417610 (Rev. 0 E/S)  
99-35  
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